UNITED
NATIONS

A

General Assembly

Distr.
GENERAL

A/45/478
12 October 1990

ORIGINAL: ENGLISH

Forty-fifth session
Agenda item 117

REVIEW OF THE EFFICIENCY OF THE ADMINISTRATIVE AND FINANCIAL FUNCTIONING OF THE UNITED NATIONS

The status of technological innovations in the United Nations

Report of the Secretary-General

I. INTRODUCTION

A. Terms of reference

1. In its resolution 44/200 C of 21 December 1989, the General Assembly requested the Secretary-General to prepare, for submission to the General Assembly at its forty-fifth session, a report on the status of the introduction of electronic data processing and new technologies in the United Nations, to include:

(a) A review and assessment of current policies and processes;

(b) A review and assessment of co-ordinating mechanisms, including those between the Department of Conference Services of the Secretariat and other units within the United Nations system;

(c) A preliminary assessment of the results obtained with the introduction of technological innovations, including cost-benefit analyses, utilization capacity and budgeting and accounting practices;

(d) An outline of future plans and anticipated results for the efficiency of the Organization.

B. Definition of technological innovations

2. Technological innovations is defined to include all aspects of office automation as represented by software and hardware related to microcomputers and

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minicomputers, and all aspects of mainframe computer applications and operations, and local and global telecommunications.

3. The present report will cover all facets of technological innovations with the exception of telecommunications. Given the importance and scope of telecommunications activities in the United Nations, a separate report on that subject will be submitted to the General Assembly at its forty-sixth session. Given the fact that there are significant developments in the area of technological innovations, the present report could be updated every few years.

C. Scope of the present report

4. Specifically, the report will cover those aspects of technological innovations dealing with (a) use of the Organization's mainframe computer for administrative, statistical, bibliographic, econometric or other systems to support the substantive work of the United Nations; (b) use of local minicomputers for data-processing tasks of the type outlined above, or to do integrated word-processing applications; and (c) use of stand-alone or networked microcomputers to do either data- or word-processing tasks in support of organizational work programmes.

5. Particular emphasis has been placed on results obtained with the introduction of technological innovations. Where possible, tangible benefits to the Organization are shown as direct cost savings to the programme (e.g. posts eliminated or money spent on such items as composition), or as cost avoidance, that is, costs that would have been incurred in doing tasks manually if the technological innovation had not been introduced.

II. REVIEW AND ASSESSMENT OF CURRENT POLICIES AND PROCEDURES

6. From the time when electronic data processing was first introduced in the United Nations in the 1960s, it was evident that certain policies and procedures would have to be introduced if data-processing tasks were to be carried out successfully. The nature of the computer used at that time itself imposed a certain standardized approach to the collection and dissemination of information. As more and more departments began to see the advantages of computerization, various control mechanisms were put into place to assist users in accessing the various headquarters computer resources in an orderly way.

A. Information Systems Board

7. In his report on electronic data processing (EDP) and information systems in the United Nations, submitted to the General Assembly at its thirty-first session (A/C.5/31/3), the Secretary-General noted that the nature of EDP applications was changing; they were becoming interdepartmental and had to be co-ordinated; they were also becoming more numerous and, given the limited resources available to the central EDP unit, priority-setting had become a necessity.

8. The Advisory Committee on Administrative and Budgetary Questions, in its comments on the report of the Secretary-General, recommended the establishment of an information systems board, which was approved by the General Assembly in section III of its resolution 31/208 of 22 December 1976. The purpose of the Board was to conduct an annual review of information systems in each department to ascertain their continued validity, and to meet on a regular basis to review, evaluate and approve requests forwarded to the Electronic Data Processing and Information Systems Service (EDPIS) for new computer-based information systems, including those requests put forward as part of the medium-term plan (see A/31/255, para. 18). The Information Systems Board was composed of five Under-Secretaries-General, and was chaired by the Under-Secretary-General for Administration and Management. The Secretary of the Board was the Director of the Electronic Data Processing and Information Systems Division.

9. In 1977 and 1979, the Board sent lengthy questionnaires to user departments, asking them to state and justify their needs for information systems. The Board met a few times to review the questionnaires but it did not attempt to establish priorities. Although it was still mentioned in the programme budget for the biennium 1982-1983, the Board had essentially stopped functioning by 1980.

B. Technological Innovations Board

10. In 1986 the Secretary-General established the Technological Innovations Board (TIB) (ST/SGB/219 of 4 June 1986). The stated objective of the Board was to ensure that maximum potential of technological innovations in the office automation area, including word-processing equipment, microcomputers, related software and communications devices linking that equipment, was realized by the United Nations. The Board is composed of the heads of major user departments and offices.

11. TIB accomplishes its work programme through its Working Group, which consists of selected technical, administrative and substantive experts from various departments and offices. This structure is replicated in offices away from Headquarters in the form of technological innovations committees (TICs) (established by ST/AI/345 of 20 October 1987). The local TICs are responsible for establishing policies, standards and procedures at their respective duty stations and they serve as the principal point of contact with TIB. Wherever local conditions allow it, the local committees adopt policies and standards that TIB has approved.

12. It has become evident in the course of meetings with focal points in the regional commissions and at other offices away from Headquarters that the lines of communication for policy co-ordination need to be further enhanced. This is especially necessary when standards are being established by TIB for the whole Organization. A mechanism is currently being implemented that will ensure that draft standards are circulated to the local committees for comments prior to their being formally adopted.

C. Standards and other organizational policies

13. Beginning in 1987, TIB recommended the issuance of a number of administrative instructions and information circulars dealing primarily with policies and standards in the area of office automation. Noteworthy in the context of the present report is the administrative instruction that established the policy for setting standards in the field of new technologies (ST/AI/347). That document provides the rationale for standardization, outlines the policies relative to setting standards and presents the procedures for setting a new standard.

14. The standard-setting process has worked effectively. Standards have been set for the type of microcomputers and operating system to be used (ST/AI/355), desktop publishing software (ST/AI/359), word-processing software for microcomputers (ST/AI/361) and local area network software (awaiting issuance). In addition, an information circular listing software packages supported by the Office Automation Section of the Electronic Services Division (ESD) at Headquarters was issued following TIB review (ST/IC/89/58).

15. In addition to the standards adopted upon the recommendation of TIB, there are a number of other policies and standards available to computer users. Foremost among these is the New York Computer Section's Manual of Standards, which gives guidance to mainframe computer users on a wide variety of computer-related issues. The major computer applications have documentation relating to their operation and use.

D. Procurement policies

16. Procedures for enforcing standards and policies have been established in the procurement process. If a request for purchase from a user office is for non-standard equipment or software, that request is examined by ESD to determine whether the request is justified. The Committee on Contracts at Headquarters and the committees on contracts at offices away from Headquarters ensure that purchasing decisions are made in the best interests of the Organization after consideration of the request of users and comments from ESD.

E. Other co-ordinating mechanisms

17. Both internal and external audits play an important role in assuring adherence to policies and standards. Management audits have been helpful in identifying areas where internal efficiencies can be achieved and procedures rationalized.

18. The United Nations also participates in various inter-organizational co-ordinating bodies, such as the Advisory Committee for the Co-ordination of Information Systems, the Consultative Committee on Administrative Questions and the International Computing Centre Management Committee. Such participation allows the United Nations to set policies and guidelines in areas where inter-agency co-operation is beneficial.

F. Decentralized planning under standardization

19. All departments and organizational units within the Secretariat are obliged to conform to policies, standards and organization-wide procedures approved by the Secretary-General upon the recommendation of TIB or by the other co-ordinating bodies mentioned above. Other departments at Headquarters have established technological innovations groups, which are instrumental in planning for the introduction of technology in their respective departments. The Department of Public Information, for example, has its own Technological Innovations Steering Committee, which works closely with ESD in planning for and acquiring new equipment. Other departments are encouraged to establish groups to assist in the planning process.

20. The Department of Conference Services has its own Technological Innovations Programme, which provides specialized planning, budgeting and support for the conference-servicing part of the Organization. The Programme is constrained to remain within the organizational policies and standards established by TIB. As a major computer user, the Department has representation on TIB and its Working Group. It also participates in the various ad hoc standards review groups responsible for setting standards in the area of new technologies. The conference-servicing portion of the replacement equipment programme is approved by TIB. Budget proposals for the Department are co-ordinated with ESD by the budget authorities and all major procurements of equipment and software are cleared by ESD. Finally, the support group of the Department works closely with that of ESD in providing service to end-users.

G. Budgeting and accounting for technological innovations

21. The budgetary review process is also an important means of co-ordinating the data-processing goals of the Organization. Requests for new equipment must be justified as being necessary to the work programme of the requesting office, and must conform to established norms for equipment acquisition. At Headquarters, all such requests undergo review by ESD at the request of the Programme Planning and Budget Division. At other duty stations requests for computer equipment are reviewed by the appropriate technical groups. It is also important to ensure that adequate provisions are made to meet training requirements associated with the acquisition or upgrading of hardware and software.

22. Current budgeting and accounting practices were established to ensure a uniform approach to the acquisition, replacement and maintenance of computer equipment. In this context, it is worth noting that TIB has recommended policy guidelines which were approved and in which these specific areas are treated in detail (ST/AI/339 of 3 April 1987). The principle of the Organization has been to distribute expenditures for new computer equipment and related software in the budget for each programme.

23. The decentralized approach to equipment acquisition requires that some co-ordinating mechanism be in place. In order to avoid disparities in the amount of equipment installed from one department to another, an organization-wide plan

for equipment taking into account the needs of departments and offices that are underequipped is necessary. This will allow for a more organized central acquisition programme whereby equipment can be purchased and stocked in quantity, with resultant savings to the Organization.

24. At Headquarters, replacement and maintenance of the equipment base, although decentralized with individual programmes, are managed centrally for offices at Headquarters by the Department of Administration and Management. Before funds used for purchase of replacement equipment can actually be spent, a replacement plan is drawn up by ESD, and reviewed by TIB for formal approval. Maintenance expenditures are handled in the same way, with the exception that no plan need be submitted to TIB, since expenditures for maintenance must be provided for each piece of equipment purchased for organizational use. The establishment of replacement and maintenance programmes at other duty stations is presently being implemented under the purview of the local technological innovations committees.

III. RESULTS OBTAINED WITH THE INTRODUCTION OF TECHNOLOGICAL INNOVATIONS

A. An organizational equipment inventory

25. By the end of 1989, the United Nations had acquired a considerable amount of electronic equipment offering new alternatives for performing work that had formerly been done manually or not at all. The following table summarizes computer equipment by type and by duty station where the equipment is located. In most cases the number of terminals and work-stations is indicative of the number of users, although in some cases a terminal or work-station may be used by more than one staff member.

Table 1. Summary of installed computer equipment in the United Nations as at January 1990

Duty station	Mainframes		Minicomputers		Personal computers	Total terminals
	CPU	Terminal	CPU	Terminal		
New York (Headquarters)	2	214	29	120	1 625	1 959
Geneva	1	20	4	30	400	450
Vienna	-	1	3	21	154	176
Nairobi (UNEP)	1	20	2	15	155	190
Nairobi (Habitat)	-	2	1	4	76	82
Addis Ababa (ECA)	-	-	3	56	92	148
Baghdad (ESCWA)	1	29	2	39	27	95
Bangkok (ESCAP)	1	15	10	62	236	-
Geneva (ECE)	ICC	44	UNOG	38	40	-
Santiago (ECLAC)	1	a/	2	80	282	362
Total	8	345	56	465	3 087	3 897

a/ Mainframe terminals counted as PC or minicomputer terminals.

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B. Issues related to costing the equipment base

26. Although it is relatively easy to present an inventory of the number and types of computer devices in the Organization, it is difficult to place a dollar value on the equipment. Some of the equipment has been purchased, some leased and, in certain cases, some has been given to the Organization by Governments. In addition, the equipment has been acquired over a wide span of time, which raises the question of whether to use the value at purchase time, the present market value or the cost to replace the equipment at present rates.

27. Placing a value on the installed base is made more complex by the fact that a portion of the equipment currently in service is technologically obsolete and hence has little or no commercial value. This equipment will eventually be replaced by modern equipment with greater functionality at a different price level, although not necessarily at a higher cost.

28. With regard to maintenance costs, these are treated separately if equipment is purchased, whereas if equipment is leased, the cost of maintaining it is often bundled into the lease price. Thus, to establish a uniform valuation, the cost of maintenance must be consistently included or excluded from the analysis. Owing to local conditions, the cost of maintaining a given piece of equipment may vary widely from one duty station to another.

29. Estimating the costs of computer software is problematic. While it may be relatively simple to calculate the value of all copies of personal computer (PC) software or mainframe software, it is by no means an easy task to place a value on the more sophisticated mainframe and minicomputer applications that have been developed by United Nations staff and consultants.

30. However, it is useful to show how expenditures on technological innovations have changed in relation to the overall growth of the Organization and in relation to the total regular budget. Table 2 shows this growth over the last 10 years for United Nations Headquarters and table 3 gives the same information for offices away from Headquarters. The tables show that, for the biennium 1988-1989 the organizational budget for technological innovations was 3.75 per cent of the total budget at Headquarters and 0.97 per cent for offices away from Headquarters. For the entire Organization, 2.4 per cent of the total regular budget was spent on technological innovations. Tables 4 and 5 show the same information for extrabudgetary funds.

Table 2. Growth of technological innovations during the last 10 years: United Nations Headquarters

Expenditure data: regular budget

	1982-1983	1984-1985	1986-1987	1988-1989	1990-1991
Rental and maintenance of EDP equipment (434)	6 649 700	7 161 900	8 274 600	9 065 400	11 789 800
Purchase of new EDP equipment (620)	778 600	2 951 200	2 234 800	9 781 500	5 108 500
Replacement of EDP equipment (670)			691 300	1 909 500	2 065 700
Total EDP equipment expenditures	7 428 300	10 113 100	11 200 700	20 756 400	18 964 000
Other central computer-related expenditures	8 694 700	9 729 700	12 728 300	13 408 800	16 558 200
Total EDP expenditures (Headquarters only)	16 123 000	19 842 800	23 929 000	34 165 200	35 522 200
Total expenditure, all programmes (Headquarters)	704 903 600	821 403 900	843 933 200	909 767 800	1 022 714 900

Source: Final budget appropriations and expenses for the biennium [...] except for 1990-1991 figures, which were taken from the initial budget appropriations for 1990-1991.

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Table 3. Growth of technological innovations during the last 10 years: offices away from Headquarters

Expenditure data: regular budget

	1982-1983	1984-1985	1986-1987	1988-1989	1990-1991
Rental and maintenance of EDP equipment (434)	1 044 900	1 334 000	1 865 300	2 846 700	2 179 300
Purchase of new EDP equipment (620)	288 700	2 851 000	989 900	4 668 700	1 016 600
Replacement of EDP equipment (670)				6 900	996 400
Total EDP equipment expenditures	1 333 600	4 185 000	2 855 200	7 522 300	4 192 300
Other central computer-related expenditures			423 600	645 600	707 200
Total EDP expenditures (Offices away from Headquarters)	1 333 600	4 185 000	3 278 800	8 167 900	4 899 500
Total expenditure, all programmes (non-Headquarters)	757 510 700	781 572 600	754 766 400	838 914 500	951 919 100

Source: Final budget appropriations and expenses for the biennium [...] except for 1990-1991 figures, which were taken from the initial budget appropriations for 1990-1991.

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Table 4. Growth of technological innovations during the last 10 years: United Nations Headquarters

Expenditure data: extrabudgetary funds

	1982-1983	1984-1985	1986-1987	1988-1989	1990
Rental and maintenance of EDP equipment (434)	618 900	563 600	964 300	684 900	154 400
Purchase of new EDP equipment (620)	54 800	732 100	875 100	2 160 100	1 539 100
Replacement of EDP equipment (670)	-	-	17 400	4 300	3 400
Total EDP equipment expenditures	673 700	1 295 700	1 856 800	2 849 300	1 696 900
Other central computer-related expenditures	159 400	209 100	229 000	1 217 500	533 900
Total EDP expenditures (Headquarters only)	833 100	1 504 800	2 085 800	4 066 800	2 230 800
Total expenditure, all programmes (Headquarters)	487 081 500	532 080 300	506 788 200	1 176 737 500	867 120 100

Source: Special retrieval from budget data base.

Table 5. Growth of technological innovations during the last 10 years: offices away from Headquarters

Expenditure data: extrabudgetary funds

	1982-1983	1984-1985	1986-1987	1988-1989	1990
Rental and maintenance of EDP equipment (434)	55 200	47 800	68 600	192 300	59 100
Purchase of new EDP equipment (620)	53 300	176 300	320 600	639 400	209 700
Replacement of EDP equipment (670)	-	-	-	-	8 300
Total EDP equipment expenditures	108 500	224 100	389 200	831 700	277 100
Other central computer-related expenditures	-	-	-	-	-
Total EDP expenditures (Offices away from Headquarters)	108 500	224 100	389 200	831 700	277 100
Total expenditure, all programmes (non-Headquarters)	45 121 000	52 330 500	25 737 700	40 134 100	58 734 400

Source: Special retrieval from budget data base.

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C. Benefits of computer equipment

31. In order to demonstrate how computer equipment and software are being used to support the work of the Organization, all departments and offices were requested to submit examples of computerized applications that demonstrate how computers have helped them deliver their mandated programmes and the savings achieved as a result. Some offices were able to provide actual estimates of resources saved by the introduction of computer technology, whereas others were not able to identify specific savings. The examples given below represent a cross-section of the Organization's computerization efforts. Because of limitations on the length of documents, not all of the offices responding could be included. All offices, however, were of the opinion that it would have been difficult, if not impossible in some cases, to carry out their mandated work programme without automated assistance.

32. As might be expected in an organization that produces large quantities of documents, reports and correspondence, word processing is cited by nearly every office as an area where major benefits have been obtained from computerization. Mainframe computer applications continue to be of major importance to the statistical, economic, financial and administrative activities of the Organization. Over the past few years there has been a marked increase in the number of microcomputer-based applications utilizing spreadsheets, data-base and graphics packages that responding offices declare to have resulted in savings while, at the same time, improving the quality and timeliness of work.

1. Offices of the Secretary-General and offices dealing with political questions

33. Over the last decade the political offices of the Organization and those responsible for executive direction have been using word-processing technology to produce critical reports, documents and correspondence. The United Nations has been successful in extending this technology to produce documents in all six official languages of the Organization. Although it is difficult to measure the extent of the productivity increases obtained from the introduction of multilingual word processing into the Organization, it is generally assumed that typing throughput is increased by as much as 50 per cent in cases where repetitive drafts are produced, as compared with manual production of such material. With the advent of portable microcomputers, new ways are being explored to take critical documents and computerized files with officials and support staff when they are away from the office on mission or are working on special conferences. Small computers, running only on battery power, are being used for work during long flights or in areas where electrical power is unreliable or non-existent. In many instances special meetings are being serviced with computers brought in for the duration of the meeting.

34. A computerized data-base system (ORCIDATA) is being developed within the Office for Research and the Collection of Information. The purpose of the system is to utilize effectively the information flowing into the Office. Other tasks in the mandate of the Office, such as providing an early warning service to the

Secretary-General regarding developing situations requiring his attention and monitoring the status of various global issues, will also be facilitated by the use of computers. At this time the system is in its early development stage. Most of the stand-alone personal computers are being utilized to access the mainframe, as nodes of the electronic mail system to receive and send messages and, of course, for word-processing purposes, which saves both time and effort.

2. Office of Legal Affairs

35. The Office of Legal Affairs maintains a computerized data base containing 100,000 items of information on treaties and international agreements that are registered with the Secretariat. This automated registration system was started 15 years ago as a consequence of the exponential increase in both the number of treaties concluded and the number of participating States and international organizations. Since that time the staffing level of the office maintaining the system has remained constant, while the volume of data has grown along with the number of scheduled reports and special requests from Governments and international organizations. Additionally, the effective use of word-processing equipment has eliminated outside printing costs involved with its annual two-volume publication, Multilateral Treaties deposited with the Secretary-General.

3. Office for Ocean Affairs and the Law of the Sea

36. The Office for Ocean Affairs and the Law of the Sea currently has 17 work-stations (most of which are personal computers) and a small minicomputer. This equipment is used for word processing, a computerized data base, desktop publishing and document scanning for archival purposes. The data bases of the Law of the Sea Information System (LOSIS) include a central legislative data base and five data bases of statistical country information, mineral statistics and applications related to sea-bed mining. This information is crucial for the Office to meet its mandate to assist Member States. Convenient access to national laws is essential to achieving a complete understanding and interpretation of the new régime for the oceans and to review developments incorporated in law. Currently there are some 6,200 entries in the legislative data base, which were previously contained in manual files.

37. The Office is also in a position to access other data bases maintained by the Dag Hammarskjöld Library and the Statistical Office through communications links to the mainframe computer. Other uses of the Office's computer facilities include the production of its Bulletin and other publications, mailing lists and general correspondence.

38. If computer technology were not available to it, the Office has estimated that an additional $115,000 per annum would be needed to perform this work manually. It is estimated that the equipment and software needed to support the work of the Office cost $98,000 when purchased. Maintenance of equipment costs approximately $14,000 per year. Net annual savings can therefore be calculated at $101,000 per year on an investment of $98,000.

4. Department of Political and Security Council Affairs

(a) Outer Space Affairs Division

39. One office that has been able to quantify savings due to the introduction of office automation is the Outer Space Division of the Department of Political and Security Council Affairs. This office has eight work-stations, which are used for a variety of word-processing applications. In addition the equipment supports several data-base applications. One of these is a register of objects launched into outer space called for under the Convention on Registration of Objects Launched into Outer Space. The data base greatly facilities the Division's ability to respond to an increasing number of requests for information. A second, related data base contains more detailed information on existing and planned spacecraft, such as those used for economic applications.

40. The Outer Space Division also has a data base containing information on the various training courses, seminars, workshops, meetings of experts and long-term fellowships of the United Nations Programme on Space Applications. The data base is used to organize activities related to space technology, and to follow up with project evaluations. The Division has also begun using graphical computer programs in support of their publications and in connection with educational activities.

41. The Division has estimated that about 2 1/2 person/years per annum have been saved in carrying out these activities, and that an additional $3,000 per year would need to be spent on development of graphic presentations from external sources. At present rates, this represents gross savings of approximately $103,000 per annum on a one-time investment of $32,000 with a maintenance cost of $4,800 per annum.

(b) Centre against Apartheid

42. One very highly specialized application of computer technology to the work of the Organization was developed as a microcomputer application for the Centre against Apartheid. The Centre has organized meetings of the Intergovernmental Group to Monitor the Supply and Shipping of Oil and Petroleum Products to South Africa. The Chairman of the Group has reported (7 May 1990) that:

> Computerization of the Group's work has been instrumental in bringing us to our present level of operational efficiency. The technology used by the Intergovernmental Group in its efforts to enforce the oil embargo must be on the same level as the technology used by those trying to circumvent it. Indeed, our constant endeavour must be to surpass it. In this context, I can state that since this Group last met in open session in November, another segment of the Group's work has been successfully computerized.

5. Department of International Economic and Social Affairs

(a) Office for Development Research and Policy Analysis

43. One office that would be unable to carry out its mission without substantial computing support is the Office for Development Research and Policy Analysis of the Department of International Economic and Social Affairs. The Office is concerned with the early identification, monitoring and analysis of trends in the world economy and the assessment of policy options designed to improve world economic performance and accelerate development in the developing countries. In carrying out this work programme, large-scale data banks covering all aspects of world economic activity and social conditions are prepared and analysed. In addition, several large global models are maintained for forecasting the immediate outlook for the world economy and for projecting long-term development trends under alternative assumptions regarding policies and changing circumstances.

44. Computer-related activities support objectives in three time-frames. The first is the assessment of the current world economic, financial and social situation and the immediate prospects for economic growth in individual countries and broad regions of the world. A second objective is the evaluation of medium-term prospects for world economic growth under alternative sets of policy options, particularly as they relate to overcoming persistent problems before different groups of countries. Finally, long-term trends and possibilities for economic development are monitored, especially with respect to the implementation of the United Nations International Development Strategies and with regard to the implications of these trends for the state of world development in the twenty-first century.

45. These objectives imply a capacity to analyse comprehensive sets of internationally standardized data bases on a wide range of subjects as well as a capacity to project past and present trends into the future. In terms of an information system, it implies the assembling of large volumes of statistical data on individual country trends and circumstances, the capacity to summarize and analyse the resulting data base and the ability to forecast and project economic trends using the quantitative models of the global economy. In terms of the architecture of the information system, there are three components: a mainframe housing the data bases; a local area network linked to the mainframe and containing a file server; and individual work-stations that also serve as stand-alone personal computers for the economists.

46. Data bases and analytical capabilities of the system provide inputs into all programme outputs produced by the Office. Historical estimates and prospective forecasts produced by the system are included in the "Current Developments and Prospects" part of the World Economic Survey submitted to the General Assembly as well as its supplements, in the various Socio-Economic Perspective Reports submitted to the Economic and Social Council and the General Assembly, and in reports for the Committee for Development Planning. In addition, quantitative information from the system provides inputs to other reports prepared by the Office and other units of the Secretariat for legislative and expert bodies as well as other agencies as a part of the general exchange of information.

(b) Statistical Office

47. Adoption of word-processing technologies in the Statistical Office over the last six to eight years has resulted in appreciable increases in productivity in the preparation of official documents, working papers and publications. It is estimated that a 20 per cent increase in programme outputs of a text-based nature was achieved in the period, mainly official documentation for intergovernmental bodies and sales publications. The associated savings include: (a) costs avoided in meeting mandated high-priority objectives, estimated at three Professional and six General Service posts, and (b) cost savings in the form of post reductions of an additional three Professional and six General Service posts.

48. It is likewise estimated that there was a 30 per cent increase in the volume of statistical data processing by the Statistical Office over the last six years on the mainframe computer. While the number of statistical products (including sales publications, machine-readable media and responses to user requests) increased modestly, the total volume of statistics provided by countries for processing and compilation increased substantially. Staff savings through post reductions have amounted to about three Professional and six General Service posts, and staff costs avoided in handling the higher work-load also amount to an additional three Professional and six General Service posts.

49. Statistical Office experience in data-processing work on microcomputers or networks is thus far too limited to assess actual savings achieved. It is already clear, however, that a significant shift in data-processing functions to microcomputers is taking place. Benefits of this shift are being achieved in the form of much more rapid and flexible response to user requirements and greater timeliness and improved coverage of data issued. It is anticipated that, with the acquisition of data-base management software suitable for statistical data on the mainframe computer and accessible by networked microcomputers, the efficiency of processing on the mainframe computer as well as on microcomputers will increase.

50. Additional savings from external printing have been obtained through the acquisition of internal typesetting and photocomposition facilities. The Statistical Office budget for external printing and related services in 1982-1983 was $969,000, while in 1990-1991 it is $521,000. This amounts to real savings in this category of expenditure of almost $224,000 per year.

51. The recent spread of facsimile communication and the ease of exchanging statistics on diskettes at national and international levels are also contributing significantly to improvements in the timeliness, comprehensiveness and consistency of statistical publications throughout the United Nations statistical services. These improvements are being achieved at the same time as actual communications costs and staff time needed for communications are being reduced. While the value of these advances is impossible to quantify in terms of cost savings, they are immensely significant for the quality and accessibility of the United Nations statistical outputs.

6. Department of Technical Co-operation for Development

52. At the beginning of the last decade the Department underwent a severe financial crisis, which necessitated a considerable cut in staff. The introduction of technological innovations has contributed significantly to an increase in staff productivity.

53. Several operations and areas have been computerized. The Executive Office computerized most of its operations. Computers are used for the monitoring of the staffing tables (staff resources and movements) and the control of financial commitments by source of funds and objects of expenditures against the latest allotment advice and the appropriations.

54. The administrative support to technical co-operation projects is carried out in the following areas: Financial Management and Budgetary Control Service, Technical Assistance Recruitment and Administrative Service, Contracts and Procurement Service and the Fellowships Service. The financial control of projects is monitored through reports generated from the mainframe-based Project Management System, which is updated daily to reflect the most recently approved budgets and monthly to incorporate expenditures from the accounting system. Automated allotment advices are produced to authorize certifying officers to enter into commitments. The budget and expenditure data is downloaded periodically from the Project Management System to dBase III and Fox Pro for use by the substantive offices in the management of projects and for the automated production of project budget/budget revision documents. A PC LAN is being introduced to permit sharing of financial data among staff of the Department.

55. The contracts and procurement operations have been computerized on the Automated Procurement and Payment System (APPS). This system provides all the management and control reports as well as performance monitoring report of the Service. In addition, APPS also generates reports for the substantive offices, such as status of programme implementation by division, branch, country and project. A PC-based LAN is being installed in this Service to enable other users in the Department to access the procurement and contract data. Data-base systems are also being finalized to assist in the monitoring of consultants recruited for field projects and for training awards to nationals of developing countries.

56. Department projects are managed by its substantive divisions. These offices are using the data-processing equipment for technical applications related to the substantive support of technical co-operation projects and for the management and monitoring of project activities. For example, the Development Planning Advisory Branch developed planning models for small island economies and data-bank methodologies and applications for investment projects, aid co-ordination and international debts.

7. United Nations Centre on Transnational Corporations

57. The United Nations Centre on Transnational Corporations embraced early on the use of data-base technology for the management of its large information stores on transnational corporations. Whenever possible the strategy adopted has been that

of utilizing existing software packages (e.g. dBase III, CDS/ISIS) to develop applications that would support the exchange and merging of textual and numerical data with and among Member States according to international standards, as well as allow Governments to add data of national interest. Centre data bases have been installed in Member States where they can enhance the capacity of Governments to deal with transnational corporations.

58. Data-base technology has been coupled whenever possible with desktop publishing to arrive at the speedy publication of information and research results. A local area network has been installed in the Centre to provide multiple access to data bases, word-processing applications, mainframe connectivity, backup and other utilities, and message forwarding. Data are regularly exchanged with the Centre's joint units in the regional commissions using PC-to-mainframe and AVD lines connections. Word processing is used pervasively by all staff for report preparation and administrative communication.

59. While it is traditionally hard to quantify savings from the use of information technologies, the Centre is of the opinion that without them it would not have been able to expand and enhance sizeably its work programme and delivery, while coping with reduced staff and resources, as it has done in recent years. By way of demonstration, the Centre is undertaking the publication of about 100 works in the current biennium in comparison to 40 in the previous one. Savings are documentable in the area of secretarial support, where the ratio of secretaries to Professionals now approximates one to three; in the use of mainframe and individual storage; and in the professional resources needed for bibliographic production, which have been reduced by one half. Further, the Centre calls attention to the multiplying or cascading effect of use of information technology to realize savings: thus the technologies, programs and products developed by the Centre and made available to Member States contribute to realizing economies and increasing effectiveness at the national as well as at the international level.

8. Department of Public Information

60. The Department of Public Information uses computers extensively for production and dissemination of information materials. Most press release meeting coverage at Headquarters is keyed on word-processing terminals in the conference rooms. Speaker-by-speaker summaries are delivered electronically to editors, who work on print-outs of the reporters' text. Editorial changes are incorporated into the text without retyping. Other release drafts arrive as word-processing documents, produced by local offices and delivered on diskette or, increasingly, by electronic mail.

61. Finished releases, in addition to being reproduced on paper, are disseminated by electronic mail to information centres and services. As soon as they are issued, they are also sent to the United Nations Press Release Retrieval System (UNPRESS), running on the mainframe computer of the New York Computing Section, and to the United Nations Information Services (UNISER), an external, publicly accessible data base.

62. Press release production utilizes some 32 work-stations linked by a minicomputer. Through this system, it has been possible to produce additional quantities of press releases more rapidly, while reducing General Service staff by three permanent and four temporary (General Assembly) posts. Moreover, releases are made available almost instantly to audiences around the world at minimal cost, since all expenses of UNISER are borne by the non-governmental organization that administers it.

63. Since the early 1980s, internal computerized typesetting has been used for the major serial publications of the Department, the UN Chronicle, and the Yearbook of the United Nations. All text is keyed into word-processing documents and communicated electronically to a dedicated typesetting system that produces photographic pages ready for production. This system has been extended to the periodicals Development Forum and Development Business, and is used for most other publications of the Department. Equipment delivered in March 1990 permits the integration of photographs and other graphics on a typeset page. Major benefits include speedier production and closer quality control at significantly reduced cost.

64. Computerized typesetting is done on seven networked microcomputers, using text input on word-processing terminals or arriving by electronic mail. At the time of its introduction, annual savings through the avoidance of external typesetting costs for the Chronicle and the Yearbook alone were estimated at $50,000. By eliminating retyping and reducing repetitive proof-reading, it was possible to absorb the additional typesetting with no increase in staff by retraining typists as typesetters.

65. To improve communication with its information centres, the Department, in co-operation with the Electronic Services Division, inaugurated in 1988 the electronic mail system (referred to in para. 61) linking microcomputers at the centres with minicomputer work-stations in each unit of the Department at Headquarters. Because existing communications facilities are used, including leased lines between Geneva and New York, costs have been kept to a minimum. Rapid distribution of information materials to the centres served by electronic mail permits them to serve local news media and other clients more efficiently.

9. Department of Conference Services

66. A Documents Recording, Information and Tracking System (DRITS) developed over the past five years has now been installed and is in the initial stage of operation at United Nations Headquarters. A similar system is being installed at the United Nations Office at Geneva. This system permits the accurate tracking of documents through each stage of processing, from receipt in Documents Control to distribution, using networked PC work-stations in all processing units, some of which will have subsystems to control work in progress in their units. At United Nations Headquarters, in anticipation of benefits from the installation of DRITS, there has been a reduction of staff by one Professional and two General Service category posts in Documents Control and by six General Service category posts in the Translation Services.

67. As a result of productivity gains experienced with the full conversion of the stenographic units to word processing, it has been proposed to increase the work-load standard used for planning purposes in the allocating of resources for meetings and conferences by about 25 per cent (see report on work-load standards, A/C.5/45/1, of 3 March 1990). Introduction of word processing has permitted significant reductions in both established posts and in temporary assistance. Between 1981 and 1987, for example, the units at United Nations Headquarters that had been converted to word processing surrendered 20 of 257 established posts, did not recruit against 2 temporary posts authorized for 1987, and in 1987 reduced their temporary assistance staff for the General Assembly sessions from the planned number of 81 to 48. At the same time, their output of 56,350,000 draft words typed was about 21 per cent greater than the 45,500,000 draft words typed in 1981. Despite a further reduction of 37 established posts at Headquarters during the retrenchment exercise in 1988-1989, the text-processing pools have been able to maintain their standards of quality and timeliness.

68. The use of word processing to prepare the United Nations Journal at United Nations Headquarters has enabled the three staff members of the Journal unit to prepare the document in English and French in camera-ready form, thus eliminating the staffing requirements of the night shift in the Composition Unit and permitting redeployment of staff to other needed functions in the Publishing Division. The Journal can now be prepared more quickly and more accurately, since texts provided in electronic form by other organizational units can be easily inserted into the document without rekeying.

69. The Mechanical Addressing Unit is becoming the repository for the mailing lists of more and more United Nations offices. A minicomputer is used for maintaining and printing address lists, and three labelling machines affix printed address labels to various sizes of envelopes. This system has the capacity to support the entire Headquarters community. Costs of operating the unit have already gone down by the salaries of the two posts eliminated (a 40-per-cent reduction in staffing costs).

Dag Hammarskjöld Library

70. The present stage of the electronic data processing of the Dag Hammarskjöld Library was implemented in 1980 to do the cataloguing and indexing work of the Library. The totality of this is known as UNBIS, the United Nations Bibliographic Information System. The development of special software programs on the mainframe computer of the New York Computer Section have enabled the Library at Headquarters (and since 1985 also the Library at the United Nations Office at Geneva) to control the huge number of United Nations documents and publications, the incoming documents and publications of the specialized agencies and the external materials acquired to provide delegates, missions and Secretariat staff with the information they require.

71. In making use of computerized techniques, the Dag Hammarskjöld Library has been able to maintain the accessibility of documents and publications by providing printed indexes and other bibliographic information tools, as well as by providing on-line access to the data. Although actual benefits of the UNBIS system to the

Organization are difficult to quantify, it is clear that large additional expenditures in staff would be required to maintain conventional catalogues and indexes of the library materials that are input to UNBIS.

10. Department of Administration and Management

(a) Internal Audit Division

72. In compliance with the 15-per-cent reduction mandated for all departments, the Internal Audit Division lost five Professional posts. The anticipated drop in the Division's level of performance was alleviated by the acquisition of stand-alone computers, word processors and more sophisticated methods of accessing the mainframe computer. The equipment helped the Division to produce a task/time analysis resulting in a more efficient scheduling of assignment and goals. The installation of a data-base system helped the Division to produce activity reports and was also instrumental in helping to categorize its findings, making identification of trends and root problems much faster. This system has helped expedite the implementation of recommendations and the follow-up necessary to assess their effectiveness.

73. In addition to the data-base system, a minicomputer application was similarly effective in the quick and easy retrieval and management of the 2,500 pieces of correspondence handled by the Division each year. The statistical analysis of large volumes of data and verification of accuracy of reports were achieved by the ability to access the mainframe through programs written in a high-level query language. In summary, the Internal Audit Division at Headquarters and at the regional locations at Geneva and Nairobi were able to manage the administrative tasks of the Division, concentrate on high-priority audits and perform reviews more efficiently.

(b) Executive Office

74. The Executive Office has developed and automated personnel data base in which personnel action forms and data reports, including staffing tables, are produced on a minicomputer using 23 networked work-stations. The system allows quick and easy entry of personnel information, which is then generated onto the standard personnel data (P.5) form. The system also keeps a complete history of personnel transactions for each staff member in the Department. Use of the system has reduced the time needed to prepare personnel actions and departmental staffing tables. Management information is more up-to-date and readily available.

(c) Office of Programme Planning, Budget and Finance

75. The preparation, administration and monitoring of the programme budget of the Organization is supported by the integration of word-processing and mainframe technologies. The text of budgetary documents is prepared using word processing while calculations are performed on mainframe data bases. The resulting electronic document is a merge of the two technologies and is suitable for direct publication.

76. Automation assists the Programme Planning and Budget Division in several functional areas. The budget cycle begins with the preparation of the base for a new biennium. Computer programs build the base from the existing budget and identify the amounts related to inflation and currency as well as items of a recurrent or non-recurrent nature. Computer tables store factors unique to each duty station, such as exchange rates, inflation rates, standard salary items and vacancy rates. Proposals for new programmes are costed against these standards and recorded as line items in the budget for the consideration of legislative bodies. The budget is recalculated using revised inflation, currency and vacancy factors at the close of the first and second year. The end result is a refined budget, which is electronically stored in a detailed and historical format and is available for queries made by staff and legislative bodies.

77. Financial control is exercised in the administration of the programme budget in both staff-related and non-staff areas. The staffing authorized in the voted budget is recorded in a computerized staffing table and each staff member is placed on a specific programme post. On the financial side, automated allotment advices are produced that authorize a department head to expend an annual allotment at specified programme and object of expenditure levels. The system allows a portion of the voted appropriation to be held in reserve as was done when partial allotments were issued.

78. The programme budget is monitored with the aid of two subsystems, which record and report performance. Financial compliance is monitored through a matching of actual obligations and expenditures recorded by the accounting systems at each duty station to voted appropriations. The delivery of planned outputs is recorded by programme and classified as to whether the output was implemented, reformulated, postponed or terminated. In summary, automation assists the entire budgetary cycle starting with initial preparation and approval, throughout execution and closing with final performance reporting.

(d) Office of Human Resources Management

79. The Office of Human Resources Management has benefited from computer applications in diverse areas. In the Recruitment and Placement Division a recruitment and placement monitoring system was initiated in 1982 to monitor the recruitment process for all posts subject to geographical distribution. In 1987 this system was modified to track the posts filled through Vacancy Management also. The system provides a variety of management information in the form of reports, statistics, summary tables and profile sheets. The current status of any post from issuance of the request through evaluation of candidates, consideration by the appointment and promotion bodies to entry on duty can be verified and updated immediately. This system will eventually be linked to or integrated in the Integrated Management Information System (IMIS).

80. The Examinations and Tests Section of the Recruitment and Placement Division handles over 1,500 applicants for external examinations and another 500 for the General Service-to-Professional examinations each year. Through a computerized system, which integrates a data base, spreadsheet and statistical software package, it has been possible to automate the entire exam cycle from convocation of

candidates, calculation of scores and rankings, notification to candidates and statistical analysis of results both for reporting and reliability studies. All of this work when previously done manually took many more hours of staff time than is now required.

81. The Planning and Information Section maintains a data base containing the historical records of education, previous experience and service with the Organization of all staff of the Secretariat. This system was updated in 1986 to make it an on-line interactive data base where information is entered directly into the computer and changes made instantly. This has made it possible to access information much more quickly than in the past. The system is used to provide management information for many purposes, including reports for the General Assembly and other United Nations bodies. Recently, desktop publishing and graphics software on microcomputers has been used to improve the presentation of information in official documents such as the annual report on the composition of the Secretariat.

82. In the Compensation and Classification Service, salary surveys involving lengthy calculations were all done manually as recently as eight years ago. Now, computations are done using electronic spreadsheet software, which saves many hours of work. Compensation officers going to the field to do salary surveys are now able to process local salary data on the spot using electronic spreadsheets on laptop computers.

(e) Office of General Services

83. The new computerized pouch system monitors the mail operations of the Diplomatic Pouch Unit. The system handles scheduling of incoming and outgoing pouches, printing of bar-codes for participating departments, weighing and registering of diplomatic pouch mail and the pouch mail accounting. The charge-back module, which utilizes PC LAN technology, consists of a personal computer main station, with three bar-code collection workstations equipped with bar-code scanners and connected to three electronic scales. A bar-code printer is also connected to the PC main station.

84. Computerization of the pouch operation has simplified the work of those handling the mail and at the same time gives management better operational and management controls. Operations that used to take two hours have been reduced to a few minutes. The system also provides management with better controls (such as list of delayed pouches), statistics on work and on-line access to data.

85. The United Nations Travel Document System now being implemented is a LAN-based microcomputer system utilizing the latest technologies for storing photographic images on optical disks and optical character printing and recognition. The system will issue the United Nations laissez-passer and certificates in machine-readable passport form, manage visa requests made by the United Nations to a host Government or missions of other Governments and maintain a data base of information in each of the duty stations of Geneva/New York/Vienna where the laissez-passer and certificates are issued. The images and data will be accessible between duty stations.

86. The system has the capacity to process up to 30 documents daily instead of the current maximum of 8 at each duty station, thus reducing the amount of clerical effort currently employed. Further, it is planned to link the process of authorization of these documents with their issuance so as to limit time-consuming data entry and its inherent inaccuracies. The quality of the documents will be enhanced through this technology and the electronic data base will provide for validity and security controls.

11. United Nations Office at Geneva

87. A recently implemented system is the Computer-Assisted Treasury Operated System (CATO). This system originated when the management of the Finance Service identified a number of shortcomings inherent in the previous methodology of processing financial information, particularly in the area of mechanization and associated accounting functions. Within this context, and in conjunction with the Management Systems Section, a number of reviews were carried out with the express purpose of preparing a framework for possible modifications to the existing systems.

88. The benefits that have accrued from the implementation of the CATO system are those which often result from a decreased reliance on manual operations, namely, data are obtained on a more timely basis and are more accurate, and the use of scarce resources is maximized by the elimination of much of the routine manual work that was previously required.

12. United Nations Office at Vienna

89. The United Nations Office at Vienna has been able to abide by retrenchment directives, lower its heavy reliance on overtime and avoid the requirement of additional staff to carry out existing work programmes by making use of automation equipment. This was achieved by the acquisition of stand-alone personal computers, word processors and sophisticated access to various international mainframe systems for all its divisions. In the International Trade Law Branch, the production of letters and data for meetings and reports was facilitated by the use of word processing. The Law Library, by using a personal computer, was able to link-up with the Library data base, in addition to providing a more efficient way of ordering, cataloguing and searching of its stocks.

90. When the United Nations Fund for Drug Abuse Control was confronted with an expanded budget from $18.7 million to $69.3 million in the period 1985-1990, it was realized that the manual monitoring of project-related finances would no longer be viable. On the basis of expert advice, a local area network was installed. With this system, the filing and monitoring of project budgets, project funding requests and project expenditures were streamlined. Given the early improvements shown, the Fund has projected that future administrative costs will be kept at a relatively low level.

91. The International Narcotics Control Board realized remarkable improvement after installing data-processing equipment. Prior to 1984 all data entry, storage

and retrieval were done manually by four staff members. Charged by the Economic and Social Council with the responsibility of keeping track of 96 parties, 105 controlled substances, plus enhanced reporting by Governments, with no increase in staff, the Board was forced to find a more efficient method of handling data. In the absence of computers, additional personnel required for these tasks would have been required. In addition, the equipment has enabled Professionals to do more sophisticated analyses to survey illicit drug trade and improve drug control.

92. The Division of Social Development and the Division for the Advancement of Women were also able to show marked improvement, even after experiencing a near 20 per cent reduction in personnel. This was the result of the installation of microcomputers, which cost $3,500 per unit as opposed to the $35,000 it would have cost to employ one additional secretary. It is estimated that with one microcomputer each, existing staff can take on the work-load of one third of an additional secretary.

13. Economic Commission for Africa

93. For its electronic data-processing services ECA is using a minicomputer for administrative, bibliographic and econometric work supporting the activities of the secretariat. Applications comprising a total of 2,412 computer programs are in use, of which 1,344 are for substantive divisions and the remaining 1,069 are for administrative work. The substantive divisions use a total of 31 work-stations for the delivery of their programme of work, while the administrative work is done with 24 work-stations. The need to have consistency, accuracy and ready accessibility of data to respond to the reporting requirements, the volume of material to be processed, the need for improved analysis and up-to-date information made the use of a computer essential. Some tangible benefits obtained with the introduction of automation of manual or redundant tasks were savings in staff costs, since many more staff would have had to be involved if automation had not been used, and the fact that the effective work accomplished by the staff has significantly increased. The Statistics Division maintains a data base of African statistics (industrial, trade, national accounts, social and demographic statistics, etc.). The computer is used to store, process and disseminate information and in the preparation of the ECA Statistical Yearbook. Both the Statistics Division and the Socio-Economic Research and Planning Divisions' research activities involve processing, analysing and interpreting large amounts of data.

94. The Population Division and PADIS maintain bibliographic data bases of population and socio-economic development literature respectively; and produce technical publications such as DEVINDEX-Africa and POPIN AFRICA. The Library uses the minicomputer for the management and dissemination of relevant information related to its particular sector of activity. Data bases have been developed for analysis and for publications programmes.

95. ECA's administrative procedures involve manual processes that are complex and time-consuming, with large volumes of information to be searched and controlled. To automate these, the following data bases have been created: mailing addresses, personnel data base, inventory control, payroll, accounting and finance, personnel

roster, security plan and medical information on staff members. All of these functions imply recording, archiving, searching and reproducing operations that have benefited greatly from computer assistance. It is clear that ECA will gain in productivity and improve the quality of its outputs as soon as office automation is generally introduced at its secretariat. It is expected that this will begin to take place in the biennium 1990-1991.

14. Economic Commission for Europe

96. There is no cost-effective alternative to the use of computers for economic and statistical research activities being carried out by ECE. The bulk of the data required for current work is received and maintained in machine-readable form only. ECE is making progress towards the establishment of a computerized data base that will meet member States' information needs by servicing the secretariat's diverse needs, particularly as a reference tool for substantive analysis and as a multi-purpose storage area for data destined for its publications. An infrastructure is now being set up in the form of computer linkages with some national statistical offices and international organizations. Such linkages will permit not only a rapid exchange of data, but also very useful interaction between network participants and ECE, which promotes the accuracy and completeness of the data.

97. A decentralized and interactive statistical data system, the Data Management, Analysis and Publishing System (DMAP), supports the extensive economic research, econometric modelling and simulation work-load of the organization. The innovative approach provides co-ordinated and integrated statistical data storage and management, automated production and publication of statistical bulletins on laser printers and data analysis through appropriate software packages.

98. As a result of this technology, the outside cost of photocomposition processing has been reduced with no loss in quality and in a quicker time-frame. For example, since 1987, a savings of $170,000 has been achieved by the Division of Economic Analysis and Projections through the introduction of document composition facilities. Despite a retrenchment from 39 to 27 staff members, the productivity of the Division was made possible by the progressive integration of secretarial and professional work. The integration extends to the machinery itself where a mix of mainframe, microcomputer and word processing contributes to the outputs of the Division. The English version of the annual Economic Survey of Europe is fully composed within the office and transmitted to the publication service for reproduction and distribution. Similarly, the English version of the sales publication Overall Economic Perspective to the Year 2000, with extensive tables and graphics, was composed entirely within the Division. The Economic Bulletin for Europe is a third in-house publication.

15. Economic Commission for Latin America and the Caribbean

99. ECLAC uses personal computers and minicomputers extensively in its day-to-day operations. The majority of these computers make extensive use of word-processing software to produce documents, letters, memoranda and reports.

100. The Document and Publication Division receives nearly all of its text on magnetic media. An increasing number of divisions submit their originals in print-ready format. Very few translators still work with dictaphones; most of them use personal computers and word-processing software. Other operations such as distribution, printing/binding and phototypesetting also use personal computers. Desktop publishing techniques, combining personal computers and high-resolution laser printers, are used to produce a major part of the texts requiring high quality presentation. Phototypesetting, which uses older phototypesetting equipment, is being phased out. About $10,000 per year has been saved in materials used by the typesetting unit since laser printing has been in production. Even though seven posts were eliminated in the various areas of the Division, it handles its tasks as efficiently as before.

101. Similar savings have been realized in the Natural Resources and Energy Division, where the utilization of computers in production of maps and documents has saved more than $70,000 and 25 per cent man/months of professional work. Some of the activities of this and other divisions in ECLAC would not be possible without the help of computers. The production in this section tripled without an increase in the number of personnel.

16. Economic and Social Commission for Asia and the Pacific

102. Planning the provisions of infrastructure in the maritime field is a complex task. Within the framework of the Transport and Communications Decade for Asia and the Pacific 1985-1994, ESCAP is developing a microcomputer-based software package centred on an interactive model of the Asian and Pacific maritime environment. The package will be a tool to assist country planners in the region to evaluate alternative maritime strategies and policies at both the national and individual port levels to the year 2000 and beyond. It is expected that use of the package, which is designed to work on a basic AT-compatible microcomputer, will reduce the time spent on the preliminary phase of maritime planning from months to days. The package will also serve as a tool for ESCAP to bolster its work in regional trade and maritime studies and in the provision of maritime-related advisory services.

103. The regional Agro-Pesticide Index, Volume 1, 1990 is a quick reference guide listing in 566 pages pesticide products available in 14 countries of Asia and the Pacific. The Index also provides information on product ingredients and recommended use. ESCAP prepared the 1990 edition using for the first time a popular desktop publishing software package and an AT-compatible microcomputer. This resulted in a cost saving of 25 per cent per page over the previous edition. Since new editions can now use the computerized entries for 1990 as a starting point, there will be even higher levels of savings in the future in staff time and preparation costs.

17. Economic and Social Commission for Western Asia

104. During the past two years ESCWA computing facilities have grown significantly. Currently a mainframe, word-processing equipment, and PCs are being used. A mainframe-based central data base, which uses a fourth generation

language, is currently under development. When fully implemented, it will enable the substantive divisions to share data and run programs from a common source that can be accessed easily.

105. In the Division of Administration, the Budget and Finance Section uses the mainframe to process the monthly accounting transactions and produce reports. Owing to the volume of transactions this task could not be performed without powerful computing equipment. The Personnel Section maintains a central data base that holds all personnel data for ESCWA staff. Reports are being produced from this data base in connection with a menu-driven personnel system. Recently the P.5 actions have been integrated into this system. Users can now update the data base interactively and produce P.5 forms. This will reduce significantly the time required to process transactions.

106. Personal computers in ESCWA are used mostly for word-processing and spreadsheet applications. Tables and graphics for publications are being produced that without PC equipment would have to be drawn manually by staff specially trained for this task. The Purchase and Transportation Unit maintains a vendor roster on PC and a small data base to manage requisitions. These very simple applications have greatly enhanced the services rendered by the Unit.

IV. FUTURE PLANS AND EXPECTATIONS

A. Effective utilization of the installed base

107. The question as to whether every piece of equipment is being utilized to its fullest extent has been raised. The issue, although difficult to address, needs to be examined. For example, an official who has a personal computer may only be using his or her machine for one half-hour each day, but the results obtained may be the equivalent of many hours of manual work.

108. From surveys made in the Organization and from the requests received from the departments by ESD, it is apparent that the equipment is, in most cases, being used effectively by the user community. In offices that have been sampled to determine the extent to which allotted equipment is used by staff members, the results have been positive. On larger computers, such as mainframes and minicomputers, where the utilization rate can actually be measured, these rates have been high.

B. How benefits from equipment can be increased

109. Any discussion of increasing the benefits of computer equipment is allied with effective training programmes to teach people how to use equipment, software and related communications tools. The software packages used in the Organization today contain features that could enhance productivity if additional training were provided. Clearly, training needs to be emphasized as one of the most direct routes to increased productivity.

C. Plans for increased use of hardware and software

110. During the next few bienniums the Organization will achieve a critical mass of installed equipment. There are a number of enhancements that will increase the utility of the installed base of equipment. Beginning in the biennium 1990-1991, the Organization has begun a programme to improve its data communications capabilities. It is the intent to upgrade all work-stations to microcomputers and to provide linkages of these work-stations to local area networks (LANs), which, in turn, will connect to organizational mid-range computers or to mainframe machines. Installation of LANs in departments and offices that require them on a priority basis has already begun. Such a network of interconnected microcomputers will provide the infrastructure for integrated applications.

111. Simultaneously, the Organization is strengthening data communications over wide-area networks (WANs). This will allow for global networks to be set up for applications that must operate organization-wide. One of the chief benefits of these data communications networks is in being able to offer a global electronic mail facility. Such a facility allows users to exchange messages, data files and documents easily and rapidly. It will also be possible to interchange images and graphical data.

112. Image processing is another new technology that holds great promise for several different activities of the Organization. A project to implement the storage, distribution and retrieval of the full text of United Nations parliamentary documents is already under way. Other areas where this exciting technology can be applied include personnel and pension files and full text of treaties. It is felt that the full range of possibilities is only now being identified and understood.

113. Yet another means of enhancing the benefits of existing equipment is to foster development of applications that can be moved from one area of the Organization to another. This is possible when applications have been developed using standard software packages that run on standardized equipment platforms. The continued development of standards in the Organization is important in achieving the goal of promoting truly portable applications.

114. The ultimate, and most sophisticated, way of increasing benefits lies in the ability to develop distributed applications that run across the data networks now being built. Such applications permit the unimpeded flow of information from one office or duty station to another, from remote locations to central data bases, from line staff to the directorate, or any combination of these, depending where data are needed to carry out the work programme of the Organization. The development of these applications will require careful analysis and planning, but such systems are well within the reach of emerging technology.

115. The goal of IMIS, which was approved by the General Assembly at its forty-third session, is to provide managers and staff in administrative offices with a modern tool for processing information in budget, finance, human resources and general services. The system will use an integrated data base with shared access, will provide on-line real time processing, will support functions at

Headquarters and at other duty stations, will ensure clarity and transparency in the processing of administrative actions, will be secure and facilitate audits, and will also enable managers to monitor actions and retrieve information easily.

116. As a first phase, an analysis of the administrative functions produced both a technical and an application architecture describing 15 major components. These components were then analysed in detail; this analysis is the basis for the design of the new system. In the area of human resources, emphasis is being placed on the need to administer staff, as well as on the recruitment and placement process, particularly the early identification and prompt filling of vacancies. The needs in the financial area concern cash management and the timely capture of expenditure data and its availability for consolidation, analysis and a better monitoring of programme budget implementation. In the general services area, an integrated system for processing requisitions, procurement and invoicing will provide up-to-date information on purchases and will be linked to an inventory module. Travel procedures will also be included and streamlined.

117. The technical environment for IMIS will be a network of mainframe, minicomputers and microcomputers distributed throughout the Organization and linked through reliable telecommunication networks. The configuration is not meant to be a centralized system requiring all duty stations to process their activities through one central mainframe. It will support, on the contrary, a distributed, co-operative processing for ease of use and taking into account the local conditions at each major duty station. Recent developments in technology allow for such a configuration. Finally, the hardware and software platform to be selected will allow for growth and for future improvements in technology.

118. The development of the system will be used as an opportunity to revise current procedures and simplify them wherever possible through the elimination of unnecessary approval layers, delegation of authority and a greater accountability on the part of administrative officers. The implementation of the new system will require that the Organization provide training to the users at all major duty stations to ensure that the system and equipment are properly and effectively utilized. Without such training the Integrated Management Information System will not achieve its objectives.

119. Any discussion of increasing the benefits to the Organization from the introduction of technological innovation moves us from the area of decision regarding the need for such innovation and the purchase and installation of the new equipment and software to the area of the human side of technology. For it is the skilful and innovative use of technology by people that ensures efficiency and increased productivity. Without effective training programmes to bridge the gap between equipment and effective use, many pieces of otherwise valuable equipment remain underutilized and thus unproductive. Even existing configurations of hardware and software contain features that could solve the problems of the most demanding user, if the skills to do so were present and the capabilities of the technology fully understood.

120. Clearly, training needs to be emphasized as one of the most direct routes to increased productivity. Until recently, training in technological innovation, as

in other areas, has been viewed as a voluntary staff activity not as an integral part of the strategic goals of the Organization as regards the use of its human resources. This situation is changing. The major investment of the Organization in electronic data processing and telecommunications hardware and software has brought pressure to bear directly on the means by which the human side of innovation could be optimized.

D. The need for organizational planning

121. There is a clear need to develop a comprehensive organization-wide strategy for the introduction and future use of technological innovations. In the years to come, one of the Organization's principal objectives should be to integrate mainframe computers, minicomputers, microcomputers and communications into one fully functioning network in support of the effective implementation of the Organization's work programme. The facility to switch effortlessly from a desktop application running on a personal computer to applications that are resident on larger, remote computers and the ability of staff to pursue an assignment while on mission without being constrained by the hardware or software incompatibilities between duty stations - these are goals to plan and aim for in the immediate future.

122. In support of these goals, the medium-term plan of the Electronic Services Division at Headquarters in the area of technological innovations reads as follows:

> Electronic support will be geared toward the provision of a technological environment of broad applicability to many substantive programmes. The upgrading of the telecommunications capacity of the Organization and the installation of an organization-wide electronic mail system will receive priority. To ensure organization-wide compatibility and thus maintain maximum effectiveness, the policy consisting in the establishment of global standards for hardware, software and communications will be continued and expanded (A/45/6 (Prog. 43), para. 43.11).

In support of the same goals, the medium-term plan for the training function identifies the need for more effective and comprehensive training policies and programmes and for training and retraining on an expanded scale "to enable staff to master and use the sophisticated and rapidly evolving new office technologies as they become available" (A/45/6 (Prog. 41), para. 41.21).

123. The medium-term plan encapsulates some of the most important directions that the Organization is expected to take during the present period. Particular emphasis has been placed on upgrading the telecommunications facility and its related application, electronic mail. As has been pointed out elsewhere in this report, building a strong data communications network is critical to the development of all new computer-based applications.

124. These plans also coincide with the new orientation of the Technological Innovations Board in promoting organization-wide standards for technological innovations and with the emphasis on training as critical to success in automating the Organization.

125. The enhanced role of TIB as the principal tool for the integration of technological innovations in the work of the Organization is under review. Its work programme already embraces some of the major policy concerns of the Organization. Access to United Nations data bases is considered to be one of the areas in which policy will be established in the near future. Associated with this is the question of networking strategy, which will facilitate the exchange of United Nations information. This item will include the study of both local and wide-area networks and will include applications such as electronic mail. TIB will be reviewing the new technologies to be used in the Organization, such as high-performance microcomputers, data communications, optical storage and voice-data integration. It will also look at issues associated with productivity, data security and training of end-users. Finally, TIB will continue to set standards in the area of new technology. It will be the responsibility of central support groups to implement the decisions taken on the recommendations of the Board.

E. Conclusion

126. The challenge to the Organization will be to develop a detailed strategic plan that would integrate all the stated goals and objectives of the Organization in the area of technical innovations in support of its work programme. Most importantly, this plan would serve as a guideline for the Organization to follow in allocating resources to projects that support the introduction of technological innovations. TIB would also ensure that budget provisions for training are set at a level that reflects added requirements resulting from the global programme of acquisition and replacement of equipment and software.

127. The transition from multiple central data-processing facilities to a networked organizational structure promises to be one of the most interesting trends of the next decade. Much work will be needed to re-orient people to changes of this magnitude as well as to other innovations outlined in this report. Nearly everyone in the Organization will need to be computer literate. The personal computer work-station will become a tool, not unlike the telephone or hand calculator, with interfaces that make it easy to begin using new applications, no matter on which computer they reside. Training programmes will become of the utmost importance in teaching new users how they may benefit from these technologies. Technological innovations over time will become fully integrated into and fully supportive of the work of the Organization.

UNITED NATIONS

A

General Assembly

Distr.
GENERAL

A/45/479
9 October 1990

ORIGINAL: ENGLISH

Forty-fifth session
Agenda item 86 (f)

SPECIAL ECONOMIC AND DISASTER RELIEF ASSISTANCE: SPECIAL PROGRAMMES OF ECONOMIC ASSISTANCE

Special assistance to front-line States and other bordering States

Report of the Secretary-General

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I. INTRODUCTION

1. In its resolution 44/181 of 19 December 1989, entitled "Special assistance to the front-line States", the General Assembly requested the Secretary-General and organizations and bodies of the United Nations system to respond to such requests for assistance as might be forthcoming from individual States or the appropriate subregional organizations; and appealed to all States and appropriate intergovernmental and non-governmental organizations to support the national and collective emergency programmes prepared by the front-line States and other neighbouring States to overcome the critical problems arising from the situation in South Africa.

2. The present report has been prepared in response to the request addressed to the Secretary-General in the above-mentioned resolution, to report to the General Assembly at its forty-fifth session on the progress made in the implementation of the resolution. The present report covers activities undertaken by the Member States and the United Nations system in the front-line States of Angola, Botswana, Mozambique, the United Republic of Tanzania, Zambia and Zimbabwe - as well as in the other bordering States. It follows on activities that have been started or already identified in the past few years; hence, it should be considered in conjunction with previous reports of the Secretary-General on the same subject (A/42/422 and Add.1 to 4, A/43/449 and Add.1 and 2 and A/44/373 and Add.1 and 2).

II. ACTION TAKEN TO ASSIST FRONT-LINE STATES AND OTHER BORDERING STATES

A. Responses received from Member States

1. Australia

3. Australia continues to be a strong advocate for the dismantling of the apartheid system in South Africa and has in numerous international forums placed this position on public record. Consistent with this stance, Australia committed $A 100 million over the period 1988-1989 - 1989-1990 to assist the front-line States to implement their development programmes and to resist the destabilizing influences of South Africa. By June 1990, Australia expects the full amount to be spent on activities in the region of the Southern African Development Co-ordination Conference (SADCC).

4. Australia has already approved a further three-year commitment for the SADCC region, commencing July 1990, at the increased level of $A 110 million.

Australian non-governmental organization activities

5. Since General Assembly resolution 44/181 was adopted, Australian non-governmental organizations have undertaken a variety of Australian Government subsidized activities in partnership with the non-governmental organizations in the front-line States. Most of the non-governmental organization activities were

undertaken in Botswana, Malawi, Mozambique and Zimbabwe. The non-governmental organization contribution to those activities was $A 213,583, which was supplemented by a subsidy of $A 486,550 from the Australian International Development Assistance Bureau.

6. In 1989/90, Australia provided $A 10 million in emergency and refugee assistance to front-line States and Namibia, with the bulk of these contributions being directed to providing food support for displaced Mozambicans and in neighbouring countries. Details are as follows: Angola (CARE Australia $A 1.50 million), Mozambique (CARE Australia $A 5.71 million), Malawi (World Food Programme (WFP) $A 1.73 million, AUSTCARE $A 0.50 million), Namibia (Community Aid Abroad $A 0.25 million), Zambia (WFP $A 0.17 million) and Zimbabwe (World Vision Australia $A 0.07 million).

7. Australia's emergency/refugee programmes are assessed on a year-to-year basis determined by needs, competing demands and funds available. It is unlikely, however, that Australia will continue to provide a substantial amount of emergency assistance to front-line States, especially Mozambique and for Mozambicans in neighbouring countries in our 1990/91 aid budget.

2. Austria

8. Member States of SADCC continue to form a priority area of Austrian bilateral development co-operation as demonstrated by the following examples:

(a) Iron and steel: a training centre for instructors in the steel plant SINA was established in Angola; this project totals approximately S 10 million and includes rehabilitation, extension of existing facilities, management consulting, training, etc. In co-operation with the United Nations Industrial Development Organization (UNIDO), a programme to improve maintenance systems and the training of maintenance technicians has also been established;

(b) Mining: Austria has been engaged in studies and partial restoration to kaolin-mining in PUGU, United Republic of Tanzania, which is important to satisfy regional resource demands in the local paper, ceramics, and chemical industries. At present the support of the SADCC mining unit and an engagement in the area of chrome mining is under consideration;

(c) Energy: a rehabilitation programme for pumps totalling S 3.9 million, as well as the construction of a planning department for irrigation methods in the amount of S 7.5 million is under way in Mozambique. Austria is furthermore planning and preparing the implementation of a flood-warning system at the Rio Umbeluzi;

(d) Transport and communication: Austria participates in the rehabilitation and extension of railway systems:

(i) TAZARA-line: contribution to the 10-year development plan of the TAZARA railway (supply of three construction machines for S 50 million; the planning of a track-welding programme is under way);

(ii) BEIRA-line: machinery, tools and advice totalling S 13.5 million are supplied for the setting up of a railway-maintenance system for the Beira corridor;

(e) For the medium term, the continuation of the support for the 10-year development plan for Tazara, the Beira corridor, as well as the participation towards the restoration of the Limpopo-line, are under consideration;

(f) Trade and customs: Austria participates in the programme of the International Trade Centre at Geneva, which comprises the implementation of market analyses and customs training;

(g) Human resources: candidates in institutions of higher education and universities in SADCC-countries are supported through doctoral studies and special training within the context of the North-South scholarship programme;

(h) Food aid: since Austria's accession to the International Food Aid Agreement in 1979, considerable amounts of Austrian food aid were allocated to front-line States.

3. Canada

9. In 1989/90, Canada continued to provide assistance to the front-line States in the form of financial, material and technical resources. A total of $Can 34.5 million in bilateral assistance was committed to the regional grouping of SADCC; $Can 31.9 million to the United Republic of Tanzania; $Can 13.8 million to Zimbabwe; and $Can 5.5 million to Zambia. These programmes form the core of assistance from Canada to the front-line States, with lesser amounts being committed to Botswana, Lesotho, Swaziland, Malawi and Mozambique.

10. In addition to bilateral assistance, bilateral food aid totalling $Can 27 million was provided to Angola, Mozambique and Malawi in support of the emergency assistance programmes in those countries. About $Can 15 million more is provided annually through Canadian non-governmental organizations and institutions to the region, which includes three special initiatives in Namibia, Angola and Mozambique through consortia of Canadian non-governmental organizations, representing a concerted effort on behalf of the non-government sectors to respond to the situation in the front-line States.

11. Several new initiatives were undertaken in the front-line States during the course of the year. The management of Canada's development assistance programme to southern Africa was decentralized from Canada to the region itself in order to improve the quality and speed of decision-making; and to involve recipient Governments and their populations more in the planning, management and evaluation of aid programmes and projects. Funding for a new bilateral programme in Namibia was announced with the achievement of independence in that country, and the first contribution was made to an immunization programme of the United Nations Children's Fund (UNICEF). In anticipation of the signing of an agreement between the International Monetary Fund (IMF) and the Government of Zambia, a new $Can 30 million structural adjustment assistance programme was approved.

4. Cyprus

12. Cyprus contributes voluntarily to a number of United Nations funds that channel assistance to the front-line States, such as the United Nations Educational and Training Programme for Southern Africa.

13. Cyprus contributes to the Special Commonwealth Fund for Mozambique.

14. Cyprus participates in the technical aid programmes of the United Nations and the Commonwealth. Within this framework, it offers bursaries to front-line States citizens for studies in Cyprus.

5. Denmark

15. Denmark strongly supports the endeavours of the front-line States and other bordering States in their struggle for economic independence. This is done primarily through bilateral development assistance, assistance through SADCC, which includes the front-line States, and assistance through multilateral organizations. This assistance is allocated with the purpose of enabling the countries in question to maintain sustained economic growth and hence to increase self-reliance.

16. In 1989, the total Danish bilateral development assistance to southern Africa amounted to DKr 1,006 million. The bilateral development assistance for the five-year period 1990-1994 is estimated to amount to at least the same annual level. That means that around one third of the total Danish bilateral development assistance is earmarked for development co-operation with the front-line States and other bordering States.

17. In conjunction with the other Nordic countries, Denmark has shown its interest in supporting the endeavours of SADCC to build up the productive capacity of the SADCC region, thus lessening its dependence on South Africa. To this end, on 31 January 1990 Nordic countries and SADCC member States have signed the Agreement establishing the NORSAD (Nordic countries/SADCC) Fund and the NORSAD Agency. The purpose of the Fund of DKr 200 million is to guarantee the availability of foreign exchange of Nordic/SADCC joint ventures, primarily within the export-oriented industry, in order for these ventures to be able to import spare parts and other inputs necessary for the production.

18. Within the area of trade and commerce, Denmark has contributed to technical assistance projects implemented by the International Trade Centre UNCTAD/GATT (United Nations Conference on Trade and Development/General Agreement on Tariffs and Trade) in a number of the front-line States.

19. For more than 20 years, Denmark has given financial support to the victims of apartheid inside as well as outside South Africa. In 1989, Denmark granted DKr 87 million as humanitarian aid to South Africans and Namibians suffering from the effects of the policies of the apartheid régime.

20. In addition to the special aid to the victims of apartheid, Denmark annually grants humanitarian aid to refugees, displaced and other affected persons in southern Africa. In 1989, Denmark thus granted DKr 30 million in earmarked humanitarian aid to the front-line States and other bordering States. This amount was channelled through WFP, the Office of the United Nations High Commissioner for Refugees (UNHCR), UNICEF, and the International Committee of the Red Cross (ICRC).

21. To the above amount should be added a Danish contribution of DKr 10 million to the general programmes of the International Red Cross in Africa. These programmes include Angola and Mozambique.

22. Denmark channels close to 50 per cent of its development assistance through multilateral organizations, namely, the United Nations system, the international financial institutions and the European Community.

23. In the governing bodies of the multilateral programmes, Denmark has advocated poverty orientation, including special emphasis on the poorer countries. In that connection, the special needs of countries in southern Africa have frequently been stressed.

24. As a member of the European Community, Denmark contributes to the development assistance programme of the European Community, in which the co-operation with the front-line States plays an important role. The European Community also provides substantial food aid to the front-line States.

6. Finland

25. The special assistance of Finland to front-line States has been approved as follows:

	Fmk				Total in Fmk	Equivalent in $US
	1990	1991	1992	1993		
Mozambique	60	65	70	70	265	66.3
Namibia	40	50	60	60	210	52.5
United Republic of Tanzania	130	130	135	135	530	132.5
Zambia	100	105	110	110	425	106.3

26. The co-operation with Zimbabwe contains mainly development credits. Already seven credits have been approved and the eighth is being processed (Fmk 150 million); unutilized credits in 1990 amounts to Fmk 52.7 million.

Mozambique has, in addition to the above-mentioned assistance, also received development credits, the unutilized amount in 1990 is Fmk 15.1 million. A total of Fmk 63.1 million has been set aside for debt relief; the United Republic of Tanzania has received an allocation of Fmk 42.5 million and Mozambique, Fmk 20.6 million.

Regional co-operation with the front-line States, including SADCC co-operation (therefore including the other countries not mentioned above, namely, Angola, Botswana, Lesotho, Malawi and Swaziland)

	Fmk				Total in Fmk	Equivalent in $US
	1990	1991	1992	1993		
Regional allocation	92	85	85	100	362	90.5
NORSAD Fund	24				24	6
			single payments			
Africa Fund	0.42					

27. From the funds reserved for Emergency Assistance, Angola has received Fmk 500,000, the United Republic of Tanzania Fmk 300,000, and Zambia, Fmk 110,000 (through the Finnish Red Cross and the ICRC). ICRC has in addition received Fmk 2 million for Angola (cash) and Fmk 3 million (in kind) for among others (non-front-line States) also for Angola and Mozambique.

28. World Food Programme received Fmk 2.8 million for local purchases in Namibia.

29. Assistance for refugees in various SADCC countries amounts to Fmk 4.6 million (this is channelled mostly through UNHCR, but also through the Finnchurch Aid).

Assistance to non-governmental organizations

30. The 1990 budgetary allocation for supporting the work of non-governmental organizations is Fmk 97 million. This amount has benefited front-line States as mentioned below:

	Fmk
United Republic of Tanzania	10 727 800
Namibia	6 567 000
Zambia	3 395 100
Mozambique	3 023 000
Angola	2 178 000
Botswana	1 007 000
Zimbabwe	613 300

31. It should be noted that the support of non-governmental organizations in Finland is structured so that only 25 per cent of the costs will have to be carried by the non-governmental organizations, the rest in FINNIDA assistance. Some of the non-governmental organization projects in Angola and the United Republic of Tanzania benefit the African National Congress of South Africa (ANC).

7. Germany

32. The Government of the Federal Republic of Germany continues to attach great importance to its collaboration with SADCC. The economic co-operation programme with SADCC is the most comprehensive of all such programmes carried out by the Federal Republic of Germany jointly with regional organizations. Besides, the Government has for several years been represented on a high political level at the annual meetings of SADCC.

33. For the 1988/89 biennium alone, the Federal Republic of Germany made available bilateral assistance totalling about DM 675 million to the front-line and neighbouring countries, which are all members of SADCC; in addition, it bilaterally supported SADCC co-operation in the same period with an amount of DM 70 million. This amount comprises funds both for financial and for technical co-operation, including funds channelled through non-governmental organizations.

34. In 1989, agreements were concluded with the two front-line countries, Mozambique and Zambia, on the cancellation of debt from bilateral financial co-operation worth DM 750 million (Mozambique: DM 180 million; Zambia: DM 570 million). For development co-operation with the newly independent State of Namibia, a sum of DM 100 million is envisaged for 1990 for the first time.

35. The food aid granted by the Federal Republic of Germany to countries in southern Africa in 1989 amounted to an additional DM 25.8 million. Figures for 1990 are not yet available.

36. The Federal Republic of Germany will continue its co-operation with the SADCC countries and will also make every effort in the future to help them make economic progress.

8. Ghana

37. The Government of Ghana made a pledge in 1987 of $US 5,000,000 payable over five years, to the Non-Aligned Movement "AFRICA" Fund, aimed at strengthening the economic and financial capability of the front-line States against the racist régime of Pretoria and also assisting the liberation movements in southern Africa. In fulfilment of its pledge, the Government of Ghana has so far made the following payments to the AFRICA Fund:

(a)	Direct payment to the Fund	$US 500,000
(b)	Contribution to the Fund of the Organization of African Unity (OAU) towards elections in Namibia	$US 207 000
(c)	Direct payment to Mozambique	$US 250 000
(d)	Contribution to the Commonwealth Special Fund for Mozambique	£50 000
(e)	Bilateral grant towards the election of the South West Africa People's Organization (SWAPO)	$US 100 000
(f)	Contribution towards work of the Commonwealth Committee of Foreign Ministers on Southern Africa	£5 000
(g)	Direct payment to ANC	$US 1 000 000

9. Japan

38. Japan provided $US 246.78 million worth of bilateral assistance to the front-line States during the fiscal year 1988 (1 April 1988 to 31 March 1989), as follows:

	Grants	Loan	Total
Angola	0.07	-2.07	-2.00
Botswana	0.15	20.38	20.53
Mozambique	13.62	1.20	14.82
United Republic of Tanzania	82.58	14.12	96.70
Zambia	71.43	19.16	90.59
Zimbabwe	25.95	0.19	26.14
Total	193.80	52.98	246.78

10. Norway

39. The front-line States receive about 58 per cent of Norway's annual bilateral aid to Africa. The figure for 1989 was NKr 1,257 million (approximately $US 19 million). This level of assistance will be maintained also in 1990.

40. No other region receives more Norwegian assistance. It is given on a government-to-government basis to a number of the front-line States, in particular Norway's main partner countries in the region - United Republic of Tanzania, Mozambique, Zambia and Botswana. Norway also has considerable development co-operation with Zimbabwe, and the Norwegian Parliament recently decided to initiate a significant co-operation programme with Namibia. In addition, Norway supports the SADCC Programme of Action with NKr 170 million (approximately $US 25.7 million) from the total budget figure mentioned above. An amount of NKr 15 million (approximately $US 2.2 million) in the 1990 budget is available for funding specific contingency measures in the region.

41. It can be expected that Norway will continue to give very high priority to co-operation with the front-line States also in years to come. This policy rests on two sets of considerations: firstly, a concern with the grave socio-economic and environmental problems of the region; and secondly, a determination to assist the front-line States in their confrontation with South Africa as a manifestation of solidarity.

42. Norwegian authorities feel that the macro-economic problems facing the majority of the front-line States are of such magnitude that a high level of aid to the region will be required also in a post-apartheid perspective.

11. Yugoslavia

43. In responding positively to the recommendations of the General Assembly, as well as to the Summit Conference of Non-aligned Countries, held at Harare, Zimbabwe, the Government of Yugoslavia approved in April 1987 an equivalent of $US 12 million in goods and services as economic, humanitarian and technical assistance to front-line States. The assistance is being extended through the AFRICA Fund and the following countries are the beneficiaries: Angola - $US 3 million; Mozambique - $US 2.4 million; United Republic of Tanzania, Zambia and Zimbabwe - $US 1.8 million each; Botswana - $US 0.6 million; and liberation movements - $US 0.6 million.

44. These funds are being used to finance projects, goods deliveries and other types of assistance in accordance with the priorities of front-line States and agreements reached within the Committee of the AFRICA Fund. The realization of the assistance commenced in 1988. Out of the overall pledge, $US 3.9 million was realized by the end of 1989 and a commitment was made to disburse an additional $US 3.6 million in 1990. The remaining amount of $US 4.5 million will be realized successively in accordance with bilateral agreements between Yugoslavia and the recipient States.

B. Action taken by the United Nations system

1. United Nations Secretariat

United Nations Conference on Trade and Development

45. The United Nations Conference on Trade and Development (UNCTAD) attaches great importance to co-operation with the countries of southern Africa. It undertakes a number of activities in the region, both at the country and regional levels, aimed at assisting the countries, in particular the front-line States, to reduce their dependence on South Africa and, in this way, to withstand destabilization measures by the latter. These activities include:

(a) Providing technical assistance to the countries in their efforts to strengthen economic co-operation among themselves and to promote mutual trade expansion. In this connection, UNCTAD co-operates closely with the Preferential Trade Area for Eastern and Southern African States (PTA) and the SADCC Trade and Industry Co-ordinating Unit by conducting studies and giving advice on a range of issues relating to the region's programme for trade liberalization and for stimulating the growth of the productive sectors;

(b) Assisting countries to increase and diversify their exports in terms both of product composition and destination, the UNCTAD Technical Co-operation Programme on the Generalized System of Preference (GSP) has undertaken extensive training activities in the southern African region focusing on actual and potential exporters/manufacturers in the front-line States. With financial support from the Government of Sweden, national GSP seminars were held from 1989 to mid-1990 in the following countries: Lesotho, Malawi, Mozambique, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe;

(c) Attaching special importance to co-operation with the countries in the area of transport in which a technical co-operation project financed by the United Nations Development Programme (UNDP) and USAID aims at assisting the region, especially the front-line States, in developing a transportation network that is efficient and independent of transit transport routes through South Africa. Recent project activities have involved, inter alia, the updating of information regarding the transit transport situation along the transit corridors in the subregion, the development of dry ports, the streamlining of transit documentation, the strengthening of institutions dealing with transit traffic policies, the development of an advanced cargo-tracking system, and training in various fields of transit traffic. The work programme that is now being implemented continues to cover the above areas and envisages further support to the land-locked front-line States in the area of promoting effective implementation of bilateral transit agreements with their neighbouring transit countries. This work continues to be implemented in full co-operation with the Southern African Transport and Communication Commission;

(d) Assisting, through its other interregional and regional technical co-operation programmes, the front-line States in a number of other areas, including the development and transfer of technology, debt monitoring and financial analysis, and in customs administration.

United Nations Development Programme

46. In addition to its regular assistance through the country indicative planning figures (IPFs), UNDP has recently approved $US 50,000 from its Regional Programme for Africa IPF to fund a programming mission to the front-line States. This mission will be launched jointly with the Africa Fund and the International Fund for Agricultural Development (IFAD) and will also visit headquarters of donor organizations to ensure rational and early utilization of contributions earmarked by them to the Africa Fund. It is also envisaged that the programming mission will develop proposals on modalities by which in-kind contributions of the Africa Fund could be used more efficiently. In this connection, a tripartite agreement between Africa Fund/IFAD and UNDP is being finalized. To the extent possible, UNDP will also attempt to absorb, within existing procedures on an ad hoc basis, non-convertible contributions of some countries to the Africa Fund to be used for support costs for transportation of in-kind contribution.

Office of the United Nations Disaster Relief Co-ordinator

47. The assistance of the Office of the United Nations Disaster Relief Co-ordinator (UNDRO) to the front-line States during 1989 was organized at the request of the Governments concerned, within the mandate of UNDRO.

Angola

48. At the request of the Government, UNDRO sent two relief co-ordination officers at the end of August 1989 to undertake an assessment of the priority needs of the population considered most at risk: those displaced by conflict and in deteriorating health condition. The mission, undertaken in co-operation with United Nations agencies, relief organizations, donors and relevant government authorities, placed its findings in the context of the overall emergency requirements identified by the Government.

49. An UNDRO representative attended the Conference on emergency assistance to Angola for 1989-1990, held at Luanda on 22 September. The purpose of the Conference was to alert the international community to the country's needs, as a result of the complex emergency affecting more than 2 million people. The same day, UNDRO launched an international appeal for Angola.

50. In order to facilitate rapid assessment of relief needs and management of contributions, UNDRO was also requested, at the Luanda Conference, to establish a computerized information system on relief contributions. UNDRO is currently implementing this project, which will establish a data-management system matching the Government's requirements against donors' pledges.

Mozambique

51. The presence of UNDRO in Mozambique has been continuous since the first international appeal for emergency assistance to Mozambique was launched in February 1987. In co-operation with the Office of the United Nations Special Co-ordinator for Emergency Relief Operations (UNSCERO), UNDRO has carried out its role of co-ordination and mobilization of international assistance to Mozambique by

regularly issuing situation reports and keeping track of contributions against the requirements. For the 1989/90 appeal year, UNDRO has calculated that cash and in-kind contributions for the Mozambique emergency amounted to $US 384 million of which $US 278 million was for the requirements established at the outset of the appeal year.

52. In addition, during the 1989/90 appeal period, UNDRO put small airplanes at the disposal of relief personnel, which included the United Nations officers carrying out the inter-agency mission assessing the latest emergency situation prior to the 1990/91 Mozambique appeal conference.

53. Another component of the UNDRO programme is the management of an emergency stockpile. It consists of rehabilitating a warehouse, training Mozambican personnel on warehouse operations, stocking relief supplies and distributing them to the displaced population. Relief supplies are procured locally. To ensure adequate quantity of supplies, UNDRO arranged three shipments from its Pisa warehouse to the Maputo warehouse.

54. The UNDRO programme was made possible by financial and in-kind contributions from the Governments of Canada, Ireland, Italy, Sweden and Switzerland, as well as the European Community, totalling more than $US 2.3 million.

Office of the United Nations High Commissioner for Refugees

55. During 1989/90, UNHCR continued to provide refugee-related and other humanitarian assistance to the front-line States. This assistance was necessary to alleviate the burden brought to bear on these countries as a result of the presence of South African refugees fleeing the apartheid policy of the South African Government, and refugees of other nationalities fleeing the adverse effects of South Africa's acts of aggression, its destabilization of the front-line and other neighbouring States. By the end of 1989, there were an estimated 1.1 million Mozambican and 0.4 million Angolan refugees in the region. In addition, there were an estimated 35,000 South African refugees, as well as 1,145 Namibian refugees in Angola who had not yet repatriated. Furthermore, more than 2 million persons were reported to have been internally displaced in Angola and Mozambique as a result of the effects of South Africa's destabilization activities.

56. The assistance of UNHCR to the front-line States was geared towards providing direct assistance to refugees to enable them to attain self-sufficiency wherever possible, or to provide them with care and maintenance pending their expected eventual repatriation. The assistance was directed through programmes implemented by the Governments or national liberation movements in front-line States mainly in Angola, Zambia and the United Republic of Tanzania, non-governmental organizations, and/or the UNHCR offices in the respective countries.

57. Refugees were provided assistance in rural settlements, or individually for those in the urban areas. The assistance included provision of food (normally through WFP for the larger rural caseloads), transport, water supply, education and health services, as well as inputs towards agricultural self-sufficiency (tools, seeds, extension services, machinery) and employment, including vocational and skills training, small-scale enterprises, etc.

58. In Mozambique, UNHCR also continued to implement a special programme of assistance for Mozambican returnees, of whom there were 208,000 by the end of 1989 as reported by the Government. The aim was to assist these returnees to reintegrate as quickly as possible upon their return, through the resumption of the agricultural and other essential activities.

59. During the year, and as part of the processes leading to the independence of Namibia, UNHCR assisted in the repatriation of some 43,000 Namibian exiles to their country of origin in fulfilment of the responsibilities entrusted upon it within the terms of Security Council resolution 435 (1978) and as part of the operation of the United Nations Transition Assistance Group (UNTAG).

United Nations Centre for Human Settlements (Habitat)

60. At the request of the Governments concerned and pursuant to the relevant resolutions of the General Assembly, the Economic and Social Council and the United Nations Centre for Human Settlements (Habitat) is currently implementing a total of 20 technical co-operation projects with a total budget of $US 9,417,623 in the following front-line States: Angola (1), Botswana (1), Lesotho (2), Mozambique (3), Namibia (1), Swaziland (1), United Republic of Tanzania (5), Zambia (2) and Zimbabwe (4) in various fields of human settlements development. Four additional pipeline projects have also been prepared by Habitat with a total budget of $US 3,093,300 at the request of the Governments of the United Republic of Tanzania (2), Zambia (1) and Zimbabwe (1). These will be implemented as soon as funds become available.

61. A Habitat Regional Seminar on "Women in Human Settlements Management" was held in Zambia from 31 October to 4 November 1988, and was attended by the following front-line States: Lesotho, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe. Habitat is also organizing a regional seminar for the southern African countries on the implementation of the Global Strategy for Shelter to the Year 2000 which, at the invitation of the Government of Zimbabwe, will be held at Harare from 6 to 10 August 1990. The following front-line States are expected to attend: Angola, Botswana, Lesotho, Malawi, Mozambique, Namibia, Swaziland, Zambia, Zimbabwe.

2. Specialized agencies

Universal Postal Union

62. In 1990, the Universal Postal Union (UPU) approved a number of technical assistance activities in the form of short-term consultancy services and/or training programmes and seminars that aim at developing the postal services in the front-line States. These activities were specifically tailored to meet the national as well as the regional postal development requirements of the front-line States and were conducted in either English or Portuguese.

International Civil Aviation Organization

63. The International Civil Aviation Organization (ICAO) continued to execute in 1989 the following projects, which are designed to further the development of civil aviation in the front-line States:

Botswana

64. In 1989, ICAO provided expertise in radio navigation techniques within the framework of the second phase of a long-term project aiming at the development of civil aviation in Botswana. The training provided by ICAO experts was further complemented by long-term and short-term fellowships in air traffic services, communications engineering, fire rescue, airport management, aerodrome engineering, airworthiness, air transport and airport management.

Lesotho

65. ICAO continued to execute the rural airfields development project that aims at upgrading three airstrips to regional standards and at improving the radio communication/search and rescue facilities. This project runs in parallel with other civil aviation development activities funded under bilateral assistance agreements.

Malawi

66. The assistance to the Malawian civil aviation department that was started in 1986 aims at ensuring an efficient internal and international communication network to lessen the burden obtaining from the fact of Malawi being a land-locked country, such as the development of tourism, facilitating the export of high-value crops and the import of urgently needed goods and services.

Mozambique

67. In 1988, ICAO started a technical assistance project aimed at strengthening and developing the civil aviation institutions in Mozambique, such as the Secretariat of State for Civil Aviation, the Air Navigation Authority, the Transportes e Trabalhos Aereos, and the Linhas Aereas de Mocambique. Assistance is provided in the form of expertise in technical and planning fields, as well as training in tailor-made courses in the country and abroad.

United Republic of Tanzania

68. Assistance to the Tanzanian civil aviation started in 1987. It was designed to consolidate the training capability of the Civil Aviation Training Centre; to provide additional assistance to the Directorate of Civil Aviation in the fields of flight operations, airworthiness, flight calibrations and navigation aids maintenance; and avionics engineering and training of management and other staff categories.

Zambia

69. Assistance to Zambian civil aviation aims at developing its technical as well as managerial capabilities, with the final objective of facilitating the transition of the civil aviation services from a government body to an autonomous airports authority.

Zimbabwe

70. In 1988, ICAO undertook a comprehensive survey of the civil aviation sub-sector and, as a result, a preparatory assistance project was started in 1989 with the objective of developing civil aviation services in Zimbabwe.

International Atomic Energy Agency

71. Technical assistance provided by the International Atomic Energy Agency (IAEA) from its own regular funds to the three front-line States of the United Republic of Tanzania, Zambia and Zimbabwe, as member States of IAEA in 1989, was in the form of experts' equipment and fellowships. Such assistance totalled around $US 750,000.

International Monetary Fund

72. The International Monetary Fund (IMF) continued to provide financial and technical assistance to many members of the Fund during 1989 to help them deal with their economic and financial difficulties. A Structural Adjustment Facility (SAF) arrangement was also in place for the United Republic of Tanzania (1988/89, 1989/90 annual arrangement) during 1989. In addition, considerable technical assistance was provided to countries in the region. A mission visited the United Republic of Tanzania to assist in the improvement of price and production statistics.

73. Financial support was provided to Lesotho (SDR 4.89 million) and Mozambique (SDR 12.2 million) under the structural adjustment facility (SAF) in support of their medium-term structural adjustment programmes. Mozambique was also provided with three resident technical assistance experts in the areas of general economic policy, organization and methods, and accounting. Lesotho received technical assistance from three resident experts in the areas of auditing, bank supervision and general macro-economic policy, while Swaziland was provided with two resident advisors in the field of banking.

74. Fund staff worked closely with the Zambian authorities in designing a medium-term economic and financial recovery programme. In addition, two missions visited Zambia to provide technical assistance in the areas of the budget and statistics. Technical assistance was also provided to Botswana (exchange management) and Angola (three missions to advise on fiscal issues and treasury operations, one mission to advise on improvements in balance of payments, monetary and fiscal statistics).

International Fund for Agricultural Development

75. Concerned with the aggravated economic problems confronting the front-line States and other bordering States caused by the apartheid policies of South Africa and its economic measures, the operations of the International Fund for Agricultural Development (IFAD) in the countries of the region aim at strengthening their individual and collective capacity in building and restructuring their economies and lessening their dependence on South Africa. IFAD endeavours in the region focus on assisting the majority of the population composed of the smallholders and rural poor. Accordingly, its strategy places special emphasis on

the rehabilitation of the productive capacity of smallholder farmers, institution building, strengthening participatory structures at the grass-roots level, and supporting small-scale private enterprises.

76. To that end, IFAD operations have combined the provision of agricultural inputs with support to rural institutions for the purpose of efficient agricultural research and extension, credit, training and marketing. For the land-locked front-line countries, additional care has been taken to ensure the timely delivery of inputs.

77. In addition to its assistance under its regular programme, IFAD also assists the front-line States through its Special Programme for the sub-Saharan African Countries Affected by Drought and Desertification, which became fully operational in May 1986 with a funding target of $US 300 million. The Special Programme, which represents the prompt response of IFAD to the African crisis, is specifically focused on the development of traditional crops, small-scale water control schemes, agro-forestry, soil conservation and backstopping for institutional policy reforms. Seven front-line States are covered by the Special Programme.

78. In the wake of Namibia's independence, IFAD is already contemplating measures to assist smallholders once the country becomes a member of the Fund.

79. As of the end of 1989, cumulative IFAD loans to front-line States under its regular programme reached approximately $US 187.98 million for 17 projects. Of these loans 76 per cent were provided on highly concessional terms. IFAD financial contribution helped mobilize an additional amount of $US 113.92 million from other external donors and $US 127.72 million from the recipient countries.

80. By 1989, IFAD had approved five loans of $US 59.86 million under its special programme for sub-Saharan African countries to support projects in Angola, Lesotho, United Republic of Tanzania, Mozambique and Zambia. Most of the projects represent innovative efforts to help the countries confront their chronic problem of environmental degradation and assist in economic rehabilitation.

81. Depending on specific country situations, IFAD-assisted projects are variously designed to address the major problem of the delivery systems in inputs supply and output marketing. In generic form, delivery systems encompass a host of interrelated measures such as extension services, credit, research, physical inputs, marketing infrastructure and manpower development. The development of delivery systems is of paramount importance to front-line States as five of them are land-locked and rely on precarious transport corridors.

82. IFAD has also contributed to the development needs of the region through its special programming mission. The first regional special programming mission of IFAD was directed to the front-line States. Front-line States were selected because it was felt that the region deserves special attention on matters related to family national and regional food security. It was also felt that women and women-headed households play a significant part in enhancing family-food security. Some pest outbreaks, such as the cassava mealy bug infestation in the front-line States, are causing serious problems. IFAD is planning to address this issue

through a regional approach. Moreover, IFAD was among the pioneering financial institutions to have undertaken a comprehensive review of smallholder situation in Angola soon after the country became a member of IFAD. The results of this study are being actively pursued by IFAD for project/programme formulation.

83. Front-line States have also benefited from the ongoing Agricultural Management Training Programme for Africa of IFAD. The programme, which is being implemented in collaboration with the World Bank and the African Development Bank, aims at improving the managerial capacities in the smallholder sector of the African countries. The programme's main trainees are project managers and senior project staff from agricultural and rural development projects and national trainees.

Food and Agriculture Organization of the United Nations

84. The support of the Food and Agriculture Organization of the United Nations (FAO) to the front-line States and other bordering States comprises technical assistance activities financed from external as well as FAO's own resources.

85. Of particular interest is the technical support that continues to be provided to the SADCC subregion through a Danish-funded Early Warning System Project aimed at strengthening the capacity at both national and regional levels to evaluate crop and food supply conditions and assess needs. Danish-funded national Early Warning System projects are now operating in seven SADCC countries, while a regional project is based in Zimbabwe. A proposal for a second phase assistance project with a duration of five years is at present under negotiation. Moreover, a Japanese-financed project, which will provide a remote sensing component for the Early Warning System in the SADCC countries, is operational.

86. Support also continues to be provided to Mozambique through a project which, inter alia, aims to strengthen the technical and operational capability of the Food Security Directorate of the Ministry of Commerce. A recommendation for a follow-up phase has been made by a recent tripartite review. The UNDP-funded technical assistance provided to the Government of Botswana for the establishment, management and operation of the country's Strategic Grain Reserve, also remains operational. This reserve was established to cushion the impact of possible retaliatory actions by South Africa in response to sanctions applied by the international community. A request for an extension of this project will be considered by a forthcoming technical review mission.

87. Support continues to be provided for a food security reserve and early warning system in the United Republic of Tanzania, with Norwegian funding. Assistance is also being provided to the Government of Zambia, through the Dutch-funded second phase of the Early Warning System, which includes an agricultural census component. Both projects remain closely linked with the SADCC Regional Early Warning System.

88. Assistance from the Technical Assistance Programme of FAO was provided to the Preferential Trade Area for Southern and Eastern African States (PTA) leading towards the formulation of a project proposal for the establishment of a Food and Agricultural Trade Promotion Unit which would contribute to the food security of

front-line States by facilitating intra-regional trade. The project proposal is at present being negotiated by the PTA secretariat. Assistance from the Technical Assistance Programme will also be provided to Angola for the establishment of a Food Security Department in the Ministry of Commerce. The project will become operational during the second half of 1990.

89. In the last 12-month period, special emergency assistance has been provided to the front-line and other bordering States through the following projects approved for implementation by the FAO Office for Special Relief Operations (OSRO):

(a) Angola: "Emergency Assistance for Agricultural Rehabilitation" financed through an Italian contribution of $US 813,500;

(b) Lesotho: Contributions totalling $US 100,000 for the projects entitled "Increased Cereal and Legume Production through the Provision of Agricultural Equipment at Village Level"; "Provision of Agricultural Machinery to Small-Scale Farmers for the Production of Cereals, Legume and Fodder"; and, "Assistance to Small-Scale Farmers for Soft-Fruit Production".

A contribution of $US 113,000 directly from the Technical Assistance Programme of FAO for emergency supply of seeds;

(c) Mozambique: FAO participation in the United Nations Emergency Needs Assessment Mission early in 1990 through a contribution of the Technical Assistance Programme of $US 11,000;

(d) Namibia: A contribution of $US 110,000 from the Technical Assistance Programme of FAO for an FAO Agricultural Emergency Rehabilitation Officer in Namibia and $US 400,000 for a project "Emergency Provision of Agricultural Inputs to Returnees";

(e) Zambia: "Emergency Supply of Seeds and Tools" through a contribution of $US 250,000 from the Technical Assistance Programme of FAO.

World Health Organization

90. The World Health Organization (WHO) continues to collaborate closely with the countries concerned, with the various agencies and organizations of the United Nations system, and with the Organization of African Unity (OAU) and other agencies, in order to provide, to the extent possible, the health care services required by the affected populations, including the displaced, the refugee and the transient populations.

91. WHO has participated in and chaired two inter-agency meetings, convened by OAU, from 16 to 18 October 1989 at Addis Ababa and 25 to 27 April 1990 at Geneva, to review a document concerning disasters in Africa, in relation to its presentation to the meeting of the OAU Council of Ministers in February 1990 and consequent presentation to the OAU Assembly of Heads of State and Government in July 1990.

Angola

92. Eighteen fellowships were awarded for training in health education, health statistics, laboratory technology, nursing, nursing administration, public health and radiology. Consultants were recruited, inter alia, for programmes against cancer, malaria and other communicable diseases, for health situation and trend assessment and for promotion of mental health. Attendance at various conferences was sponsored. Equipment was purchased for the malaria control programme. Total expenditure for 1988-1989 amounted to $US 1,736,782 under the regular budget, and $US 898,466 from voluntary contributions, including emergency funds.

Botswana

93. Seven fellowships were awarded for training in environmental sanitation, epidemiology and rural health, seminars, workshops, courses and study tours were organized, grants awarded, and a newsletter and bulletin produced. Attendance at various conferences was sponsored for seven participants. Meningitis vaccine was procured for the Ministry of Health. Total expenditure for 1988-1989 amounted to $US 1,197,922 under the regular budget, and $US 233,122 from voluntary contributions.

Lesotho

94. Five fellowships were awarded for training in epidemiology, microbiology, nursing and nutrition. Attendance at conferences was sponsored, and training grants were provided. Total expenditures for 1988-1989 amounted to $US 1,448,551 under the regular budget, and $US 380,212 from voluntary contributions.

Mozambique

95. Fourteen fellowships were provided through the Regional Office for Africa for training, inter alia, in health planning, nursing, primary health care, radiology and serology. Attendance was sponsored for participants in meetings and in training courses in emergency preparedness, held in Angola. Vaccines were purchased for meningitis control, as well as laboratory materials and equipment for research development. Transport was procured for the epidemiological surveillance programme. Total expenditure for 1988-1989 amounted to $US 1,762,211 under the regular budget, and $US 2,595,411 from voluntary contributions, including emergency funds.

Swaziland

96. Seven fellowships were awarded for training in community health, health planning, medical psychology and public health nursing. Total expenditure in 1988-1989 amounted to $US 1,303,151 under the regular budget, and $US 179,154 from voluntary contributions.

United Republic of Tanzania

97. A multisectoral workshop on disaster preparedness was organized at Arusha, in collaboration with UNDRO. Twenty emergency health kits and a donation of $US 10,000 were provided to the Ministry of Health for emergency management. Total expenditure for 1988-1989 amounted to $US 1,524,989 under the regular budget, and $US 5,438,420 from voluntary contributions.

Zambia

98. Twenty-two fellowships were awarded for training in epidemiology, equipment maintenance, family planning, haematology, health education, laboratory services, mental health, pathology, pharmacology and public health administration. Attendance at various national and international conferences, seminars, meetings and training courses was sponsored for numerous participants. Total expenditure for 1988-1989 amounted to $US 1,733,000 under the regular budget, and $US 2,573,536 from voluntary contributions.

Zimbabwe

99. Ten fellowships were awarded for training in communicable disease control, dentistry, epidemiology, family planning, health education, health statistics and medicine. Several technical missions were financed, and a multi-sectoral workshop on emergency preparedness was organized.

100. Total expenditure for 1988-1989 amounted to $US 1,699,842 under the regular budget, and $US 2,291,811 from voluntary contributions.

101. The establishment, in 1988, of the WHO Pan-African Centre for Emergency Preparedness and Response at Addis Ababa represented a major breakthrough in the promotion of global and interregional activities. The Centre aims to strengthen programmes for the development of health sector emergency preparedness and response in Member States in Africa. Training/educational activities for the whole of Africa are implemented through the Centre.

102. During 1989, staff of the Centre participated in several conferences, meetings and workshops in Africa. It established a documentation centre for disasters in Africa, and started publishing a bulletin and a newsletter, which was widely distributed in Africa. Of particular importance for the front-line States are: the first emergency workshop held in Luanda in April 1989, and the training programmes organized in co-ordination with the Regional Health Development Centre in Maputo.

United Nations Educational, Scientific and Cultural Organization

103. The United Nations Educational, Scientific and Cultural Organization (UNESCO) has actively participated in the elaboration of the document entitled "South African destabilization - the economic cost of the front-line resistance to apartheid", which was produced by the Inter-Agency Task Force for the follow-up of the implementation of the United Nations Programme of Action for African Economic

Recovery and Development. UNESCO is also co-operating with the Africa Fund in identifying projects in its areas of competence that could be implemented in the front-line States during the present biennium.

104. In addition, Namibia has been granted emergency assistance for the amount of $US 150,000 under the 1990-1991 Participation Programme for the construction of boarding schools in the northern part of the country.

World Intellectual Property Organization

105. The World Intellectual Property Organization (WIPO) continues to co-operate with the front-line States of Africa (Angola, Botswana, Mozambique, United Republic of Tanzania, Zambia and Zimbabwe) in the intellectual property field.

106. During the reporting period, the following activities were undertaken with the front-line States:

Angola

(a) In September 1989, WIPO awarded one training fellowship to an Angolan government official to attend a training course on industrial property, organized by WIPO at Lisbon;

(b) In December 1989, WIPO awarded one training fellowship to an Angolan government official to attend a regional seminar on industrial property, organized by WIPO at Port Louis, Mauritius.

Botswana

(a) In October 1989, a WIPO computer consultant undertook a mission to Gaborone to finalize with local computer firms a software specification for the computerization of the industrial property office administration;

(b) In November 1989, WIPO awarded training fellowships to two Botswana government officials to attend a regional seminar on computerization of industrial property offices, organized by WIPO at Blantyre concurrently with the thirteenth session of the Administrative Council of the African Regional Industrial Property Organization;

(c) In December 1989, WIPO awarded one training fellowship to a Botswana government official to attend a regional seminar on industrial property, organized by WIPO at Port Louis, Mauritius.

United Republic of Tanzania

(a) In June 1989, WIPO awarded training fellowships to two Tanzanian government officials to attend a general introductory course on industrial property, organized by WIPO in Lusaka.

(b) In June 1989, a WIPO mission was undertaken to Dar-es-Salaam to discuss with Tanzania government officials the possible accession of the United Republic of

Tanzania to the Harare Protocol of the African Regional Industrial Property Organization;

(c) In November 1989, WIPO awarded training fellowships to two Tanzanian government officials to attend a regional seminar on computerization of industrial property offices, organized by WIPO at Blantyre concurrently with the thirteenth session of the Administrative Council of the African Regional Industrial Property Organization;

(d) In December 1989, WIPO awarded one training fellowship to a Tanzanian government official to attend a regional seminar on industrial property, organized by WIPO at Port Louis, Mauritius.

Zambia

(a) In June 1989, WIPO organized a general introductory course on industrial property at Lusaka;

(b) In July and September 1989, Zambian government officials had discussions with WIPO officials at Geneva on co-operation in the copyright field and on the organization of a national seminar on copyright at Zambia;

(c) In September 1989, WIPO awarded one fellowship to a Zambian government official to attend a general introductory course on industrial property, organized jointly by WIPO and the European Council for Industrial Property at Strasbourg and another fellowship to a Zambian government official to attend a training course on copyright and neighbouring rights, organized by WIPO at Stockholm;

(d) In November 1989, WIPO awarded training fellowships to two Zambian government officials to attend a regional seminar on computerization of industrial property offices, organized by WIPO in Blantyre concurrently with the thirteenth session of the Administrative Council of the African Regional Industrial Property Organization;

(e) In December 1989, WIPO awarded one training fellowship to a Zambian government official to attend a regional seminar on industrial property, organized by WIPO at Port Louis, Mauritius.

Zimbabwe

(a) In June 1989, WIPO awarded training fellowships to two Zimbabwe government officials to attend a general introductory course on industrial property, organized by WIPO at Lusaka;

(b) In September 1989, a Zimbabwe government official had discussions with WIPO officials at Geneva on co-operation in the copyright field and on the organization of a national seminar on copyright;

(c) In September 1989, WIPO awarded one fellowship to a Zimbabwe government official to attend a training course on copyright and neighbouring rights, organized by WIPO at Stockholm;

(d) In November 1989, WIPO awarded training fellowships to two Zimbabwe government officials to attend a regional seminar on computerization of industrial property offices, organized by WIPO at Blantyre concurrently with the thirteenth session of the Administrative Council of the African Regional Industrial Property Organization;

(e) In December 1989, WIPO awarded one training fellowship to a Zimbabwe government official to attend a regional seminar on industrial property, organized by WIPO at Port Louis, Mauritius.

UNITED NATIONS

A

General Assembly

Distr.
GENERAL

A/45/480
17 September 1990

ORIGINAL: ENGLISH

Forty-fifth session
Item 110 of the provisional agenda*

OFFICE OF THE UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES

International Conference on the Plight of Refugees, Returnees and Displaced Persons in Southern Africa

Report of the Secretary-General

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I. INTRODUCTION

1. In its resolution 44/136 of 15 December 1989, the General Assembly took note of the report of the Secretary-General on the International Conference on the Plight of Refugees, Returnees and Displaced Persons in Southern Africa, held at Oslo from 22 to 24 October 1988, and reaffirmed the need to continue the implementation of the Oslo Declaration and Plan of Action on the Plight of Refugees, Returnees and Displaced Persons in Southern Africa adopted by the Conference (see A/43/717 and Corr.1 and Add.1). In that resolution, the General Assembly, inter alia, (a) called upon the international community to provide increased assistance to the countries of southern Africa to enable them to strengthen their capacity to provide the necessary facilities and services for the care and well-being of the refugees; and (b) urged all Member States, organizations of the United Nations system and governmental and non-governmental organizations to undertake the measures as required of them under the Oslo Declaration and Plan of Action.

2. The General Assembly also decided to consider the question at its forty-fifth session on the basis of a report to be submitted by the Secretary-General. The present report has been prepared in response to that decision.

II. ACTION TAKEN IN RESPONSE TO APPEALS FOR ASSISTANCE TO REFUGEES, RETURNEES AND DISPLACED PERSONS

A. Responses received from Member States

Australia

1. Australia's Special Assistance Programme for South Africans and Namibians disadvantaged by apartheid is a regional programme, which, inter alia, goes towards assisting South African and Namibian refugees and returnees. Examples are:

(a) Bursaries and training programmes for refugees ($A 756,000 in 1989/90);

(b) $A 520,000 provided in June 1989 as emergency assistance for resettlement of South African refugees in the United Republic of Tanzania;

(c) $A 115,000 was recently provided to the Australian Council of Churches for dormitories for the Hoachanas School in Namibia. This assistance is for Namibian returnees and is provided through the Namibian Council of Churches' Repatriation, Resettlement and Reconstruction Committee;

(d) Australia funds several other Australian non-governmental organizations that provide assistance, mainly in the form of training, to South African or Namibian refugees. One particular organization was provided with funds totalling $A 933,000 for several education and training programmes for South African refugees in 1989/90;

(e) $A 187,000 was recently provided via the non-governmental organizations APHEDA to assist with the establishment of the new national co-ordination committee in South Africa. This body, which is organized largely by the churches in South Africa, and is broadly supported by liberation movements, will have responsibility for the repatriation of refugees.

2. In 1989/90, refugee and relief assistance totalling $A 8.53 million was provided to southern African countries. While the level of support reflects Australia's recognition of the increased burdens placed on these countries by large numbers of refugees and displaced people, it should be noted that some of this assistance was also directed to local people:

	$A million
Mozambique	
18,000 MT maize plus freight plus internal costs. This food was distributed by Care Australia and World Vision Australia (WVA)	4.692
300 MT vegetable oil (to WVA)	0.557
AGPAKS and staff support subsidies (WVA/CARE)	0.466
Malawi	
5,000 MT maize (channelled through the World Food Programme (WFP) for Mozambican refugees)	1.732
Clothing for refugees and provision of water supply for vegetable gardens for refugees and Malawians (AUSTCARE)	0.501
Namibia	
Construction of a hostel for returnee children at Katutura township (CAA)	0.250
United Republic of Tanzania	
Flood relief - food and seeds (WFP)	0.068
Zambia	
Supplementary foods for refugees (WFP)	0.170
Provision of assistance to help counter a cholera epidemic	0.025

	$A million
Zimbabwe	
Assistance to Mozambican refugees in Chambuta Camp (WVA)	0.070
Total refugee/relief assistance to southern Africa	8.529

3. A total of $A 1.1 million was provided in 1989/90 as project subsidies through Australian non-governmental organizations for projects covering both refugees and indigenous people in southern Africa:

	Australian dollars
Botswana	85 000
Malawi	353 187
Mozambique	90 000
United Republic of Tanzania	74 105
Zambia	35 430
Zimbabwe	470 065
Total non-governmental organizations project subsidies	1 107 787

Finland

The following assistance was granted by the Government of Finland during 1989 and the first half of 1990 in response to the request for assistance to refugees, returnees and displaced persons in southern Africa:

	Finnish marks
Repatriation, through UNHCR, of Mozambican refugees	2 000 000
Repatriation, through UNHCR, of Namibian refugees	10 500 000
Mozambican refugees, through the Finnish Red Cross	400 000
Namibian refugees, through the Lutheran Church of Finland	6 429 000
Mozambican refugees in the United Republic of Tanzania, through the Lutheran Church of Finland	430 000
Mozambican refugees in South Africa, through the Lutheran Church of Finland	215 000

	Finnish marks
Africa (annual programme) through UNHCR	3 000 000
Mozambican refugees in South Africa, through UNHCR	1 000 000

Germany, Federal Republic of

1. The Government of the Federal Republic of Germany views the solution of the problem of refugees, returnees and displaced persons in southern Africa in the context of political developments in the region.

2. Developments in southern Africa during the past year have shown clearly that a true solution of the refugee problem has to be preceded by a cessation of the violent conflicts that brought it about. The implementation of the United Nations settlement plan for Namibia has furnished impressive proof that the united support of the international community can enable refugees to return to their homeland even after an absence of years. The programme of the Office of the United Nations High Commissioner for Refugees (UNHCR), to which the Federal Government gave generous financial support, offered all Namibians the opportunity to return to their homeland in peace and without incident.

3. The political change emerging in South Africa has moved the return of the exiled followers of the African National Congress (ANC) closer to reality. It is to be hoped that the talks between the Government of South Africa and the ANC will soon succeed in creating the conditions for a return of all South Africans presently in exile. The continuing civil war in Angola and Mozambique, on the other hand, is creating new refugees daily. The community of nations has to keep urging an end to these wars. The parties to the civil war remain called upon to find ways to settle their conflicts by political means.

4. The Federal Government continues its aid programmes for refugees in southern Africa. Foremost among these are measures to aid vocational and advanced training as well as vocational integration after repatriation. They are accompanied by humanitarian assistance designed to ease the lot of the refugees and by development-oriented programmes.

5. Specifically, the Federal Government supports measures benefiting refugees, returnees and displaced persons in southern Africa by contributing to both the regular budget and the special programmes of UNHCR, with funds from its bilateral and multilateral development co-operation budgets, with humanitarian aid funds and by means of special programmes for student refugees from that region. In 1989, the Federal Republic of Germany thus helped the successful implementation of the UNHCR programme for the repatriation of Namibian refugees to their homeland with a voluntary contribution of DM 5 million.

6. Under bilateral programmes in 1989, the Federal Government made available food aid worth DM 11.45 million for refugees from Mozambique and Angola. In the same

year, private agencies provided DM 1.1 million for refugee-related measures in Malawi, Swaziland and Namibia. In the multilateral sector, the resettlement of Mozambican refugees in Ukwimi, Zambia, is being supported through UNHCR, in the amount of DM 3 million during the period 1988-1990.

7. Under the humanitarian aid programme, refugees in Angola, Malawi, Mozambique, Zambia and Zimbabwe in 1989 received funds amounting to approximately DM 8 million, which were channelled through various organizations, among them UNHCR and the International Committee of the Red Cross (ICRC). In addition, the German Otto Benecke Foundation carried out a programme, in the Federal Republic of Germany and abroad, worth DM 10.87 million in 1989 for the vocational and advanced training of refugees from Mozambique, Angola, South Africa and Namibia. For the period 1990-1994, DM 36 million is envisaged for this programme, which serves to enhance the refugees' chances for self-sufficiency in the countries of asylum and their subsequent reintegration into their homelands.

8. The Federal Government will continue its efforts to make an adequate contribution to the solution of the problems of refugees, returnees and displaced persons in southern Africa.

New Zealand

1. New Zealand contributes to a number of multilateral programmes that assist southern African countries to provide facilities and services for the care and well-being of, among others, refugees, returnees and displaced persons in these countries. Up to 50 per cent of New Zealand's contribution of $NZ 31.3 million to the eighth replenishment of the International Development Association of the World Bank will be spent in least developed countries of sub-Saharan Africa. Since 1986, New Zealand has contributed $US 100,000 yearly to the Southern African Development Co-ordination Conference (SADCC). New Zealand was the first country to contribute to the Special Commonwealth Fund for Mozambique and is currently its fourth largest donor, contributing $100,000 during 1989/90. New Zealand has also made a substantial contribution to the Nassau Fellowship Programme since it was established in 1985. Its 1989 contribution was $100,000. New Zealand also contributed $20,000 in 1989/90 to each of the two United Nations trust funds set up to provide training for black students.

2. New Zealand is a small country with limited capacity to operate bilaterally in Africa. Its bilateral aid programme ($NZ 1.4 million in 1989/90) is concentrated on long-term economic development of the front-line and neighbouring States of southern Africa. It seems sensible that New Zealand channel most of its refugee funds through multilateral agencies. New Zealand is also of the view that such funds will be best utilized if donors avoid earmarking funds for specific purposes. This will enable the international system to operate effectively, which will in turn mean that resources will be flowing to those in greatest need.

Spain

1. Spain has contributed 50 million pesetas for financing the repatriation programme of exiled Namibians carried out by UNHCR.

2. In addition, Spain will provide during 1990 financial assistance of 60,000 rand to facilitate the return to the Republic of South Africa of ANC refugees and others now in exile.

Sweden

1. Half of Sweden's bilateral development assistance currently goes to sub-Saharan Africa. This is a clear reflection of the priority the Government of Sweden attach to that region.

2. For fiscal year 1989/90, an amount of around SKr 550 million was allocated for refugees, returnees and displaced persons in southern Africa, out of which:

(a) Around SKr 190 million was emergency assistance to Mozambique, which has been channelled directly to the Government of Mozambique as well as through the United Nations system (UNICEF, UNHCR) and through Swedish non-governmental organizations;

(b) Around SKr 50 million was emergency assistance to Angola, which has been channelled directly to the Government of Angola, as well as through the United Nations system (UNICEF, UNHCR) and through Swedish non-governmental organizations;

(c) Around SKr 60 million went to the United Nations Transitional Assistance Group (UNTAG), the United Nations Children's Fund (UNICEF) and non-governmental organizations for repatriation and rehabilitation of Namibian refugees;

(d) Around SKr 250 million went to the liberation movements, ANC and the South-West Africa People's Organization (SWAPO), non-governmental organizations, e.g. churches and scholarship programmes, and to the United Nations trust funds for southern Africa.

Union of Soviet Socialist Republics

1. In 1989, the USSR continued to provide humanitarian and other types of assistance to refugees and displaced persons in southern Africa. The cost of such assistance amounted to approximately $4.7 million.

2. Specifically, the USSR participated in operations to transport Namibian refugees studying in the USSR and Eastern European countries to Namibia by means of Soviet air and sea transport at a cost of $2.9 million. Medicine, tents and blankets costing approximately $385,000 were provided in the form of disinterested aid to the population of Namibia.

3. At the present time, 122 Namibians and 49 members of the ANC are being trained free of charge in the Soviet Union. The cost of their training in 1989 has amounted to about $1.5 million.

4. Two transport vessels and two transport aircraft together with their crews have been loaned on a non-reimbursable basis up to the end of 1990 in the form of emergency assistance to the population of Mozambique, which has suffered from attacks by RENAMO bands and natural disasters.

United Kingdom of Great Britain and Northern Ireland

1. The United Kingdom has continued to respond promptly and generously to the consequences of the continuing emergencies in the region. The United Kingdom joins others in paying tribute to friendly Governments in the region for their efforts to assist those seeking refuge from problems in their country of origin.

2. The United Kingdom strongly supports the efforts of the international organizations such as UNHCR and ICRC in assisting refugees both morally and financially. It also supports the work of non-governmental organizations, which complements the activities of the international organizations.

3. In 1989, the United Kingdom provided £9,659,000 to assist refugees, returnees and displaced persons in southern Africa. This included £3,253,000 for refugees in Malawi, £710,000 to ICRC for its work in Angola, food aid valued at £2,950,000 for Mozambique and £2,746,000 to voluntary agencies in Malawi, Mozambique, South Africa, Swaziland, the United Republic of Tanzania and Zimbabwe. In the first half of 1990, £7,897,000 was provided, £3,000,000 to UNHCR for refugees in Malawi and £4,897,000 to voluntary agencies in Mozambique.

4. The United Kingdom also committed almost £2,000,000 to projects under the auspices of the Second International Conference on Assistance to Refugees in Africa, including several in southern African countries, and will continue to contribute at that rate in 1990. Also in 1989, the United Kingdom responded to appeals by UNHCR and the World Food Programme (WFP) for refugees returning to Namibia, with contributions of £500,000 and £650,000, respectively.

B. Action taken by the United Nations system

United Nations Secretariat

1. In addition to the activities of general co-ordination, the Secretariat takes action in those situations involving large numbers of displaced persons which require the Secretary-General to co-ordinate the work of a number of agencies, or which have a dimension requiring a political approach.

2. The Secretariat has instituted an inter-agency African Emergency Task Force, which monitors and assesses the situation in countries where emergencies have led to the creation of large numbers of displaced persons and/or refugees. It facilitates co-ordination on the implementation of programmes.

3. During the period under review, an inter-agency needs assessment mission was dispatched to Mozambique to review the emergency situation, which continued to generate large numbers of displaced persons. The mission produced a detailed report, reviewing the emergency needs sector by sector, which formed the basis for an appeal to donors by the Secretary-General. In April 1990, the Secretary-General convened a donors conference at United Nations Headquarters, as a result of which some $US 150 million in new resources was pledged for emergency programmes in Mozambique.

United Nations Children's Fund

4. In accordance with UNICEF's mandate, which calls for it to assess needs and provide assistance for the relief, rehabilitation and development of children and families, UNICEF has utilized the framework of its country programmes to respond to the needs of displaced families within southern Africa. These activities have been pursued within the wider framework of co-operation with national Governments, and of collaboration within the United Nations system. In order to assess the magnitude and severity of the problem of internally displaced children, a region-wide study is under way covering Angola, Ethiopia, Mozambique, Somalia, the Sudan and Uganda. It will focus on children and women displaced primarily by man-made causes such as armed conflict or communal violence or by a combination of man-made and natural causes.

5. During the transition period to Namibian independence, UNICEF, working as part of UNTAG and through UNHCR, organized immunization and related health activities for the Namibian returnees and others. It also enabled women farmers to resume food production activities with seeds and tools, joined a United Nations Educational, Scientific and Cultural Organization (UNESCO)/Government of Sweden team helping with curriculum development, supplied school materials and engaged in other rehabilitation measures. The UNICEF country programme continues to focus on health (national immunization programme recently launched), household food security and nutrition, education and emergency aid.

6. Over 70,000 Mozambican refugees in Zimbabwe benefited from UNICEF assistance in the provision of essential drugs and the construction of latrines and borcholes, as well as the provision of school supplies and other materials for primary schools in certain refugee camps. An important aspect of this assistance is the provision of skills training for the refugees not only to prepare them for their return to their own country but also to provide some income-generating activities within the camps, such as gardening (vegetables grown are used for supplementary feeding for children and expecting/lactating mothers), sewing and knitting, basket work, carpentry and metalwork. In Malawi, where the official current count of Mozambican refugees is 810,000 (April 1990), UNICEF is seeking funds to maintain the expanded programme of immunization to Mozambican refugee children.

7. The focus of UNICEF assistance to Angola has been the provision of essential services to people displaced because of war and drought in Cuanza Sul, Benguela, Huambo and Moxico provinces, and to communities attempting to resettle and re-establish normal life. The assistance centres on activities supporting basic

health and education services and the construction of shallow wells. In Benguela Province, a new project was prepared aimed at improving family agriculture and food security among the displaced and rural war-affected population. A revised UNICEF emergency appeal, which is encompassed within the parameters of the general emergency appeal issued by the Secretary-General on 27 April 1990, is to be launched shortly in order to provide support in the areas of household food security, supplementary feeding centres, health services, water supply, food and nutritional surveillance, planning and management, and the building of administrative capacity to manage the emergency.

8. In Mozambique, UNICEF assistance in providing short-term relief and survival assistance in 1989 has been delivered mainly in Manica and Zambezia provinces, but also in Tete, Inhambane, Maputo and Niassa. Items provided to displaced people included seeds, cloth and clothing, soap, maize grinders, chicks, fishing boats and construction materials in order to assist communities in the restoration of war-damaged community centre facilities. The major provision of vital medicines and medical supplies was completed in the first quarter of 1989, and amounted to material and logistical support worth $US 3.4 million over a period of some 18 months. UNICEF emergency programme involvement in projects to support the rehabilitation of food security among displaced families, which began in 1985 for the resettlement of returnees from Zimbabwe in Mossurize and Manica districts, has assisted some 20,000 Mozambican returnees since 1985 and 13 new villages have been established. The project has provided building tools and materials for construction of schools, houses and health posts, supported family farming development, training of community health workers and agricultural extension staff, micro-irrigation development and the rehabilitation of water-supply systems and eight wells.

9. Another project in the Mozambican highland district of Ile, in Zambezia, is being implemented to assist some 28,000 displaced people in 13 centres around the district capital, to reconstruct war-damaged infrastructure, to assist land allocation and resettlement and to re-establish family-level food and artisanal production. A revised UNICEF emergency appeal, covering the requirements for 1990-1991, was recently launched with health, education and water supply for displaced population and emergency relief as major components. As in the case of Ethiopia, the UNICEF appeal here was part of a comprehensive emergency appeal for Mozambique prepared in close co-operation with the Government and launched by the Secretary-General on 26 April 1990.

10. The goals identified by UNICEF, WHO and other United Nations agencies for the decade of the 1990s are particularly pertinent in the southern African region, focusing as they do on primary health care, nutrition and household food security, clean water and sanitation, and basic education, especially for women and girls. In giving children and women in Africa its highest priority in the decade of the 1990s, UNICEF pledges to support SADCC-member countries in their efforts to achieve this goal.

United Nations Development Programme

11. UNDP continues to take action in countries of southern Africa where displacement poses a serious threat to development, by pursuing different approaches that are determined by the requirements and circumstances of each situation.

12. As recommended by the Oslo Declaration and Plan of Action and endorsed by the General Assembly, UNDP resident representatives, who are frequently resident co-ordinators of the United Nations system, serve as focal points within the United Nations system in the identification, formulation and implementation of rehabilitation, recovery and development programmes in southern Africa.

13. In order to implement the multi-sectoral actions envisaged by the Oslo Conference, a programme for rehabilitation and development assistance to countries hosting refugees, returnees and displaced persons in southern Africa has been developed and submitted for donors' consideration. The aim of the programme is to provide integrated assistance to populations affected by destabilization and to integrate them into economic and social development activities at the regional, national and local levels. The strategy is to integrate development investment with humanitarian assistance while pursuing a policy of rehabilitation, reconstruction and development. The programme framework includes community rehabilitation and development; rehabilitation and development of food production and food security; support for health, education and rural public works activities. In implementing the above projects, UNDP will co-operate closely with the executive heads of UNHCR, WFP, UNICEF and the Food and Agriculture Organization of the United Nations (FAO), as well as with non-governmental organizations.

14. UNDP continues to identify, formulate and implement projects and programmes related to rehabilitation, recovery and development. For example, in Angola, UNDP supports the Southern Reconstruction Programme Phase II, which contributes to the establishment of a sustainable base for the implementation of the southern region reconstruction plan. The project focuses on four priority areas, namely, agriculture, industry, transport and human resources development. In Mozambique, the UNDP Emergency Unit continues to play an important role in serving as liaison between the Government, the United Nations system and the donor community. In Malawi and Zambia, UNDP continues to assist in implementing refugee-related programmes and projects.

15. For 1990-1991, UNDP and UNHCR will collaborate on a joint work programme including: developing a joint strategy for resource mobilization; integrating management training approaches for emergency and longer-term development phases, developing a common UNHCR and UNDP data base on refugee-related matters, as well as the inclusion of the problem "the uprooted" in round-table and consultative group meetings.

Office of the United Nations Disaster Relief Co-ordinator

16. UNDRO has for several years assisted the Governments of countries in southern Africa in mobilizing international relief for displaced persons or returnees,

notably in Angola and Mozambique. In the former, UNDRO participated in a joint government/United Nations inter-agency assessment mission, from 12 to 21 February 1990, which identified the priority emergency requirements of displaced people in southern Angola. On the basis of the mission's report, the Secretary-General launched an appeal in May 1990. Furthermore, UNDRO provided technical assistance to the Government's focal point for data processing on the emergency operation, which involves the computerization of information on the emergency situation.

17. UNDRO's presence in Mozambique dates back to the first international appeal for relief assistance in 1987. In co-operation with the Office of the United Nations Special Co-ordinator for Emergency Relief Operations, UNDRO mobilized humanitarian assistance by issuing situation reports on a regular basis. During 1989-1990, UNDRO put a small aircraft at the disposal of the Government and United Nations relief personnel. Another component of the UNDRO programme is the management of an emergency stockpile at Maputo with relief goods for displaced persons.

18. Apart from mobilizing and co-ordinating international relief assistance for Angola and Mozambique, UNDRO has also made available technical assistance to Lesotho, Malawi and Zimbabwe in order to strengthen their capacity to cope with natural disasters and other emergencies. Early in 1990, UNDRO carried out a mission to the three countries in order to discuss with the responsible authorities their natural disaster preparedness plans and procedures, identify further training needs and prepare work programmes and project proposals.

19. In order to develop a concerted programme tailored to the specific needs of internally displaced persons throughout southern Africa, UNDRO has proposed establishing a joint Organization of African Unity (OAU)/United Nations plan of action. Through an OAU/United Nations mission or missions to southern African countries, pilot projects to assist national authorities in meeting the immediate needs of internally displaced persons and in promoting their return to their places of origin and/or their integration into the host communities would be identified. Such projects would form part of a regional OAU/United Nations plan of action for internally displaced persons, which would relate emergency relief assistance to the development of long-term solutions. It is proposed that the mission(s) should consist of representatives from the Department for Special Political Questions, Regional Co-operation, Decolonization and Trusteeship, the Office of the Director-General for Development and International Economic Co-operation, UNDRO and other relevant agencies and organizations. The draft plan of action would eventually be presented to the Inter-Agency African Emergency Task Force for review.

International Labour Organisation

20. During the past year, ILO continued to provide technical assistance to the countries of southern Africa with a view, inter alia, to strengthening their capacity to cope with the refugees, returnees and displaced persons in their countries. This assistance was provided within the framework of General Assembly resolution 44/136 as well as the ILO updated Declaration Concerning Action Against Apartheid in South Africa and Namibia.

21. The activities undertaken included technical co-operation projects in the field of vocational training and vocational rehabilitation, management and development of small-scale enterprise, labour-intensive public works, workers' education, labour administration, employment promotion, conditions of work, occupational safety and health, and assistance to women and the other vulnerable groups. The ILO Southern African Team for Employment Promotion also continued its advisory services to the individual southern African States and to their subregional groupings, such as the Southern African Labour Commission, on contingency employment plans to absorb migrant workers repatriated from South Africa.

22. Within the ILO anti-apartheid programme, 13 projects have been under implementation to assist the victims of apartheid, including South African and Namibian refugees and members of the liberation movements, recognized by OAU, based in the front-line States. The activities covered training fellowships in diverse areas, workshops and seminars and projects in vocational training, vocational rehabilitation, labour administration, workers' education, rural development, problems of migrant workers, small enterprise development and employment planning.

23. In the wake of Namibia's independence, a number of technical co-operation activities were also formulated geared to assisting Namibia with its reconstruction efforts and the reintegration of returned Namibian refugees. Employment promotion, human resources development, labour administration and assistance to employers' and workers' organizations were identified by an ILO mission to Namibia in September 1989 as among the priority areas for ILO action. A study on labour and discrimination in Namibia to update an earlier one was undertaken, which reviewed, inter alia, the labour situation, employment conditions, labour relations and labour matters requiring immediate attention. A three-man ILO mission visited Namibia in April 1990 for consultations with the new Namibian Government on possible ILO technical assistance including employment creation and promotion of equality. A number of crash training programmes with funding from the European Community were planned by the ILO Advanced Vocational and Technical Training Centre at Turin to meet some of the specific immediate training needs required by an independent Namibia. The Namibian Minister of Labour, Public Service and Manpower Development visited ILO in May 1990 to discuss possible areas for ILO assistance to his country. ILO has formulated specific project proposals to assist the Namibian Government with income-generating schemes in resettlement areas; rural employment planning; promotion of employers' organizations; assistance to Namibian trade unions; vocational training; revision of labour laws; survey of disabled persons; training of labour administrators; strengthening of the Ministry of Labour, Public Service and Manpower Development; the abolition of Namibia's internal migrant labour system; the elimination of discriminatory provisions from various legislative texts; promotion of tripartism; and the development of sound systems of labour relations.

Food and Agriculture Organization of the United Nations

24. The most significant recent activity undertaken by FAO specifically relating to the strengthening of the capacity of countries in southern Africa to care for

refugees, returnees and displaced persons has been the assistance given to Namibia since late 1989 in resettling returnees during the transitional and immediate post-independence periods.

25. The assistance was provided under two projects, both funded under FAO's regular programme resources and implemented within the framework of the UNHCR-co-ordinated Rehabilitation and Resettlement Programme for Namibia. Under one of the projects, seeds, hand tools and other agricultural inputs worth $US 400,000 in total were supplied for the returnees. The second project provided, at a cost of $US 183,000, the services of an expert to advise on the agricultural aspects of the Rehabilitation and Resettlement Programme.

26. The FAO Global Information and Early Warning System continues to monitor the food supply situation, cereal import and food aid requirements in southern African countries, with special emphasis on those countries where the plight of refugees, returnees and displaced persons needs urgent attention. As large-scale refugee movements disrupt agricultural activities in the areas from which the refugees flee and also put a severe burden on economic and administrative structures in the areas that host the affected population, continuous monitoring of developments is necessary to ensure that agricultural crisis resulting from displacement of people does not lead to hunger and malnutrition.

United Nations Educational, Scientific and Cultural Organization

27. Within the framework of activities to help refugees in southern Africa, UNESCO set up an inter-sectoral task force on Namibia. This task force had the goal of preparing programmes within the mandate of UNESCO, to be implemented after the independence of Namibia.

28. On this basis, an inter-agency mission, composed of representatives of UNHCR, UNICEF and UNESCO, travelled to Angola and Namibia from 19 April to 9 May 1990, in order to identify the refugees living in Angola and to prepare their return to Namibia, as well as the return of schoolchildren, who were to be placed in Namibian schools.

29. In order to ensure follow-up and to implement the decisions of the inter-agency mission, a UNESCO staff member was in Windhoek from July 1989 to March 1990.

30. In July 1990, another inter-sectoral mission travelled to Namibia in order to assist the newly independent country with educational matters, including school construction, teacher training and reform of the educational system.

World Health Organization

31. In May 1989, the WHO Director-General appointed a Co-ordinator in the Relief Operations Unit of the newly established Division of Emergency Relief Operations at WHO headquarters.

32. In the same month, two consultations took place with UNHCR and UNICEF. Subsequently, a mission was organized in Angola and Namibia to determine health arrangements during the departure, transition and arrival phases of the return of refugees to Namibia.

33. In June 1989, WHO established a liaison office with UNTAG through the Regional Office for Africa. A liaison officer was assigned by the Regional Office, and has been working in close consultation with UNHCR and the other organizations concerned.

34. Together with FAO, UNICEF, UNESCO and UNHCR, WHO participated in an emergency planning mission to Namibia from 28 July to 23 August 1989 to determine rehabilitation measures for returnees during the transition period. The strategy developed for the strengthening of health services included elements for the provision of essential education, supply of drugs, support to an expanded programme on immunization, development of human resources for health and collaboration with specialized health services, particularly in the northern region of the country, where there has been an estimated 6.6 per cent increase in population through returnees.

35. In close collaboration with the Namibian Council of Churches, WHO supported the planning and monitoring of health care arrangements in the reception and resettlement phases of repatriation.

36. Special emphasis was given to early reintegration of returning Namibian health care professionals. Early temporary registration for returnee doctors and nurses was ensured through close collaboration between WHO, UNTAG and the South African Health Administration.

37. In July and August 1989, WHO made a detailed inventory of the health infrastructure in 19 of the 24 health districts in Namibia.

38. In September 1989, WHO and UNTAG provided logistic support to the Namibian immunization campaign. Through these efforts a higher coverage rate was obtained than had originally been expected.

39. In August/September 1989, health was assessed by a WHO/UNDP mission as one of nine UNDP sector reviews undertaken in Namibia. This mission identified the most critical issues facing Namibia: human resources development, and reorientation and restructuring of the fragmented Namibian health system.

40. Early in 1990, and prior to independence, WHO was requested by the Namibian Minister of Health designate to organize, as a matter of urgency, a series of technical missions to Namibia. Their main objective was to develop alternative health policy options on the basis of primary health care for the incoming Government, with emphasis on equity and the needs of children.

41. Subsequent technical missions undertaken by WHO analysed the health situation and made recommendations to the incoming Government on issues relating to health sector restructuring and management; physical rehabilitation; mental health; AIDS

prevention and control; blood transfusion; community water supply; maternal and child health; diarrhoeal disease control; and the expanded programme on immunization.

International Fund for Agricultural Development

42. Southern Africa has benefited from the IFAD Agricultural Management Training Programme, which aims at improving the smallholders sector. The Programme will enable a number of returnees to acquire the necessary dexterity to become self-reliant and productive.

43. Where IFAD has been unable to reach refugees, returnees and displaced persons directly, collaboration with non-governmental organizations that possess operational ability has helped IFAD to do so indirectly. The outreach capacity of non-governmental organizations has proved useful on several occasions under difficult circumstances, especially in cases where uprooted people have been involved. Thus, a number of non-governmental organizations have become collaborators in IFAD projects, particularly in Africa, both as consultants and co-financiers. Such collaboration was envisaged in the agreement establishing IFAD, section 2, article 8, of which states that "the Fund shall co-operate closely, inter alia, with NGOs". Broad guidelines for this co-operation were established by the IFAD Executive Board in 1984.

44. In search of a better approach to the problem of how to assist uprooted people during the initial emergency period, as well as over the longer term, to become productive and self-reliant, IFAD and UNHCR entered into a co-operation agreement in 1988, thus establishing a creative linkage between the humanitarian and development approaches. IFAD and UNHCR, which seeks to provide protection and render assistance to refugees and returnees and find durable solutions to their problems, share many common objectives. Their target groups are largely the same, particularly in Africa, where most uprooted people are to be found in rural areas. With common goals and a common target group, IFAD and UNHCR can co-operate usefully in mobilizing resources for the identification, preparation, appraisal and implementation of projects for people in southern Africa.

Office of the United Nations High Commissioner for Refugees

45. During 1989-1990, UNHCR's continuing interest in and follow-up of the results of the International Conference on the Plight of Refugees, Returnees and Displaced Persons, held at Oslo in August 1988, was reflected in the Office's normal activities and programming in the countries concerned.

46. With respect to emergency preparedness, the revision of the emergency preparedness profiles for Botswana, Lesotho, Swaziland and Zimbabwe was completed, while that for Mozambique was begun in the second quarter of 1990. In continuation of its training programme intended for relief assistance officials, the multi-sectoral emergency management training seminar was held once again at

Madison, in the United States, in the last quarter of 1989. This seminar was attended by several officials from non-governmental organizations, Governments and UNHCR. Besides, through the activities of the Tripartite Voluntary Repatriation Commission (UNHCR, Mozambique and Malawi) various discussions were held with a view to laying the background for a systematic and orderly repatriation of the large numbers of Mozambican refugees in the neighbouring countries, whenever the conditions permit.

47. With regard to needs assessment and delivery of assistance, in spite of severe financial constraints, the Office made every effort to ensure that the minimal life-sustaining needs of refugees and returnees in the southern African region were provided through careful prioritization of budgets, which were finalized together with implementing partners and the concerned agencies. It must, however, be said that the programme of assistance for some 208,000 Mozambicans who had returned to their country of origin as at the end of 1989 was severely hampered, as less than a third of the total needs were financed. A new appeal for Mozambican refugees in the region and returnees for the period January to December 1990 has been launched, in the sum of $US 32.4 million.

48. In addition to the Mozambican returnees' programme, UNHCR assisted in the repatriation of some 43,000 Namibian refugees during the period, in fulfilment of its obligations under Security Council resolution 435 (1978). Since then, UNHCR has participated in a United Nations multi-organizational mission that identified further needs for a rehabilitation programme for Namibia. The total requirements for this programme will form the subject of an appeal to be launched by the Secretary-General.

49. In Malawi, UNHCR continued to co-operate with the Government, UNDP and the World Bank in determining the additional financial burden placed on the economy as a result of the refugee presence in the country. This assessment formed part of the agenda at the 1990 Paris Club meetings on Malawi. A more detailed account of this matter is contained in the UNHCR report requested by the General Assembly in its resolution 44/149 (A/45/444).